 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 MAR 16 2012 24-JAN-2012		Repository <input type="checkbox"/> Reference No. 10445051	
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	State	Zip Code		
GARDINER	NY			
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		Make	Model	Model Year
1C4GP64L4YB		CHRYSLER	TOWN AND COUNTRY	2000
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
			No: Cylinders	
Original Owner	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	<input type="checkbox"/> Cruise Control			13-JAN-2012
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE			Failure Mileage	Failure Speed
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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:		
	<input type="checkbox"/> Prior Repair			
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			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 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE VEHICLE DEVELOPED A FUEL LEAK. THE CONTACT TOOK THE VEHICLE TO A MECHANIC AND WAS TOLD THAT THERE WAS A RECALL ON THE FUEL RAIL FOR THE MODEL YEAR VEHICLE UNDER NHTSA RECALL CAMPAIGN ID NUMBER: 00V268000 (FUEL SYSTEM, GASOLINE: FUEL INJECTION SYSTEM). THE MANUFACTURER WAS CONTACTED AND ADVISED THE CONTACT THAT THE VEHICLE WAS REPAIRED IN 2003 UNDER THE RECALL. THE FAILURE MILEAGE WAS UNKNOWN.				
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.				

[REDACTED]
Gardiner, N.Y. [REDACTED]

March 6, 2012

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

Dear Sir or Madam:

On January 9, 2012, my son started our 2000 Chrysler Town and Country Van and told me he had a bad smell in his car. I went to check it and immediately turned the car off. The smell of gasoline was incredible.

We opened the hood to find the van was leaking gas. I immediately called our mechanic to have the car repaired. The leak was above the manifold and was a fire hazard.

After my mechanic looked at it, he found that there was a recall on the van for gas leaks. The "Fuel Rail" was leaking at both "Crossover Tube Joints". I was told to contact a Chrysler dealer to get it repaired.

I first called Newburgh Park Motors, Newburgh, NY and was told there was NO recall on the vehicle. I then called Dutchess Dodge in Poughkeepsie, NY and was told that there was a recall but the car had been repaired in 2003. It was now up to me to repair the problem.

I called my mechanic who then told me to contact Chrysler directly because obviously the problem was not corrected properly.

I called Chrysler on January 9th and spoke with Tom. He said that they repaired the problem in 2003 and were no longer responsible.

I then spoke to my mechanic who said there were two problems and told me to contact Chrysler again and ask if just the "O rings" were replaced or the whole "Fuel Rail".

I called Chrysler back and spoke with a woman who, at first, was very nice. She said she would ask someone what exactly was repaired. When she spoke to me after checking, she wasn't as nice. She told me, the recall had been repaired and that was the end of the discussion.

I then contacted my mechanic and told him to repair the car because my son needed it to commute to college. He also suggested that I file a complaint since this was a huge safety issue.

I am enclosing a copy of the cost of repairs on the van and copies of the recall report that my mechanic gave me.

I am grateful for any help you can give me to get Chrysler to reimburse me for the cost of their defect in the van.

Thank you.

Sincerely,



IRELAND CORNERS GARAGE
2178 RT 44-55 BOX 14
GARDINER NY 12525
845.235.7600

ireland Corners Garage

"Yesterday's Service with Today's Technology"

Merchant ID: 1800144246
Term ID: 0718

170 Route 44-55
P.O. Box 14
Gardiner, NY 12525
(45) 255-7600
www.irelandcorners.com
I.Y.S. Repair Shop # 7105290

INVOICE:	353864
COMPLETED:	3:02 pm
ADVISOR:	Kathleen Crosbie
ACCOUNT #:	27145 Page: 1

Sale

VISA
XXXXXXXXXX

Entry Method: Swiped
Apprvd: Online Batch#: 000003
01/13/12 16:20:59

Inv#: 00000004 Appr Code: 00643B

Total: \$ 500.20

Customer Copy

THANK YOU
HAVE A NICE DAY

1.00 462190/

1.00 CBXJ8951

INVOICE FOR SERVICES

VEHICLE: 2000 Chrysler Town & Country Van
LICENSE: [REDACTED]
V.I.N.: 1C4GP64L4YE [REDACTED]
MILES OUT: 150,763

When servicing your vehicle:

PartDescription	PartPrice	Total
Intake Gasket	\$2.95	\$2.95
Fuel O Ring Kit	\$6.25	\$37.50
Fuel Rail	\$114.00	\$114.00
Gasket	\$32.75	\$32.75
Gasket	\$1.20	\$1.20
Fuel Repair	\$19.75	\$19.75

The work performed, and the charges are:

Service Writer	ServiceName	ServiceDescription	Tech(s)	Sub Total
498	Labor	Removed and replaced the fuel rail. Removed and replaced the fuel injector o rings. Installed the fuel rail seal kit as per chrysler recall. Installed all new intakes gaskets. Ran and road tested. All is ok at thsi time.	556	\$255.00

The following recommendations are offered based on the work performed:

Tech ID Recommendation

	Taxable	Non-Taxable		
Parts:	\$208.15	\$0.00	SUBTOTAL:	\$463.15
Labor:	\$255.00	\$0.00	Tax:	\$37.05
Sublet:	\$0.00	\$0.00	Envir:	\$0.00
Supplies:	\$0.00	\$0.00	TOTAL:	\$500.20
			PAYMENTS:	\$0.00
			BALANCE:	\$500.20

Payment Date Amount Payment Type Check Ref Employee

We are a Goodyear Service Center , all our work comes with a nation wide warranty. Please ask for details. Any comments, suggestions, compliments,or problems with our service, please don't hesitate to call Todd Comerford, General Manager of Ireland Corners Tire Center Inc. @ 255-7600. Payment for services is due upon completion. If your check is returned to us unpaid, for any reason, you will be charged a \$30.00 service charge.Labor charge is calculated @ \$82.00 per hour by Alldata systems based on manufacturer's published labor times. There will be a \$25.00 per day storage charge which begins 24 hours after completed work, unless prior arrangements are made.

SIGNATURE: _____

The Staff At Ireland Corners Garage
Says Thank You For Your Patronage.

Friday, 13 January, 2012 2:58PM

DAIMLERCHRYSLER

SAFETY RECALL TO INSTALL SEALS ON YOUR MINIVAN'S FUEL RAIL

Dear DaimlerChrysler Minivan Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some **1996 through 2000 model year Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town & Country minivans equipped with a 3.3L or 3.8L gasoline engine.**

The problem is...

After extended use, the fuel rail crossover tube O-rings on your minivan may leak fuel. Fuel leakage in the presence of an ignition source can result in an engine compartment fire.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your minivan free of charge (parts and labor). To do this, your dealer will inspect the fuel rail assembly. If the fuel rail is NOT leaking fuel, your dealer will install external fuel rail seals. If your fuel rail is leaking fuel, it will be replaced. Fuel rail seal installation will take less than ½ hour to complete. Fuel rail replacement, if necessary, will take about 1½ hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- **Simply contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.
- **Bring the enclosed form with you to your dealer.** It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

~~If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.~~

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
895

Select Vehicle | New TSBs | Technician's Reference

Component Search:

Conversion Calculator

2000 Chrysler Truck Town & Country LWB FWD V6-3.8L VIN L

Vehicle Level → Powertrain Management → Fuel Delivery and Air Induction → Fuel Rail → Technical Service Bulletins → All Technical Service Bulletins → Recall - Potential Fuel Rail Seal Leakage → Service Procedure → A. Inspect Fuel Rail

A. Inspect Fuel Rail

1. Raise hood.

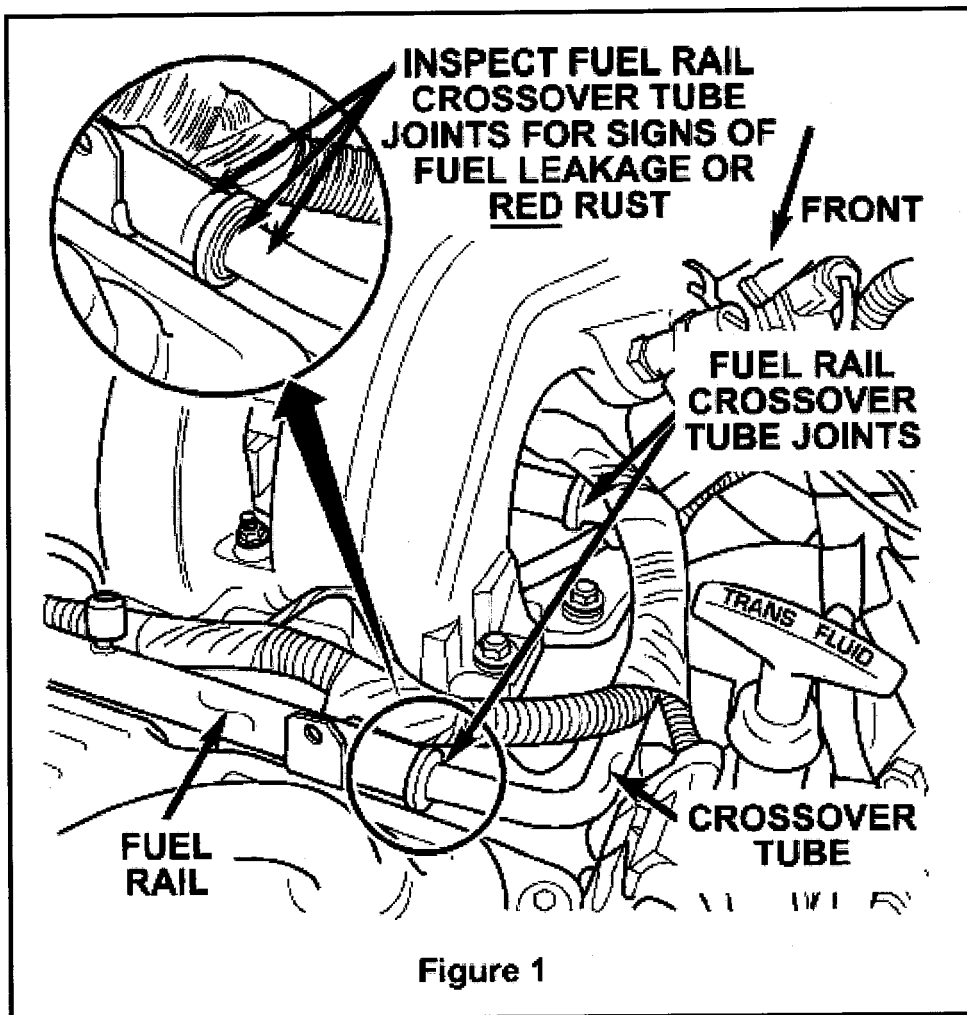


Figure 1

2. Inspect both of the fuel rail crossover tube joints (Figure 1)
3. > If there are signs of fuel leakage from either of the fuel rail crossover tube joints, the fuel rail assembly must be replaced. Continue with Section C - Replace Fuel Rail Assembly.
- > If there are signs of RED rust near either of the fuel rail crossover tube joints, the fuel rail assembly must be replaced. Continue with Section C - Replace Fuel Rail Assembly.



[Home](#) | [Account](#) | [Contact ALLDATA](#) | [Log Out](#) | [Help](#)

IRELAND CORNERS GARAGE
dept 2

[Select Vehicle](#) | [New TSBs](#) | [Technician's Reference](#)

Component Search:

[Conversion Calculator](#)

2000 Chrysler Truck Town & Country LWB FWD V6-3.8L VIN L

[Vehicle Level](#) → [Powertrain Management](#) → [Fuel Delivery and Air Induction](#) → [Fuel Rail](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#) : [Recall - Potential Fuel Rail Seal Leakage](#)

Recall - Potential Fuel Rail Seal Leakage

January 2002

Dealer Service Instructions for

Safety Recall No. 895 -- Fuel Rail Seals

Models

1996-2000 (NS) Dodge Caravan/Grand Caravan; Plymouth Voyager/Grand Voyager and Chrysler Town & Country

NOTE : This recall applies only to the above vehicles equipped with a 3.3L or 3.8L gasoline engine ("R" or "L" in the 8 VIN Position) through Engine Build Date - 102389 (August 26, 1999).

IMPORTANT : Vehicles equipped with a 3.3L Flex Fuel engine ("G" in the 8th VIN position) are NOT involved in this recall.

IMPORTANT : Vehicles that already had a fuel rail with the proper O-rings installed, according to Warranty records, have been excluded from this recall.

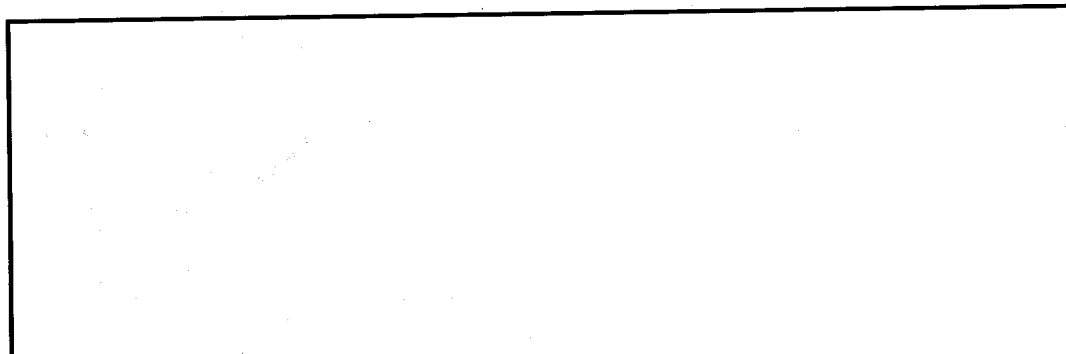
IMPORTANT : Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the DIAL VIP System.

Subject

After extended use, the fuel rail crossover tube O-rings on about 1,136,000 of the above vehicles may leak fuel. Fuel leakage in the presence of an ignition source can result in an engine compartment fire.

Repair

External seals must be installed at both of the fuel rail crossover tube joints. If the crossover tube joints are leaking or red rust exists in the area, the fuel rail assembly must be replaced.



A. Fuel Rail Seal Package

Part Number Description

CBXJ8951 Fuel Rail Seal Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Fuel Rail Seals
2	Clamps
1	Scotch Brite Pad

Each dealer to whom vehicles in the recall were invoiced (or the current dealer at the same street address) will receive TWO (2) Fuel Rail Seal Packages. Additional Fuel Rail Seal packages may be ordered as required.

B. Fuel Rail Package

Part Number Description

CBXJ8950 Fuel Rail Package

Each package contains the following components:

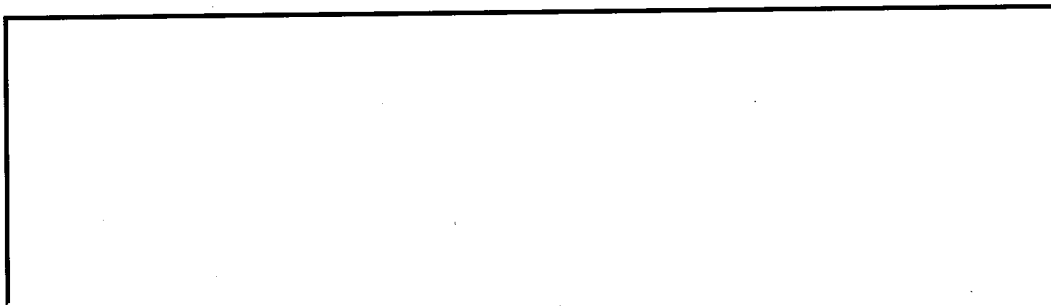
<u>Quantity</u>	<u>Description</u>
1	Fuel Rail Assembly
6	Injector O-Rings – Upper (Blue)
6	Injector O-Rings – Lower (Black)
1	Intake Manifold Plenum Gasket
1	EGR Tube Gasket

Each dealer to whom vehicles in the recall were invoiced (or the current dealer at the same street address) will receive FIVE (5) Fuel Rail Packages to service vehicles as required. **Additional Fuel Rail packages should be ordered only after inspection determines that replacement is required. Very few vehicles are expected to require fuel rail replacement.**

Parts Information

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DIAL System. Claims submitted will be used by DaimlerChrysler to record recall service completions and provide dealer payments.



	<u>Labor Operation Number</u>	<u>Time Allowance</u>
➤ Install fuel rail seals	14-89-51-82	0.2 hours
➤ Install fuel rail seals and modify intake manifold cover (1996 and early-1997 3.8L engines only)	14-89-51-83	0.3 hours
➤ Replace fuel rail assembly	14-89-51-84	1.0 hours

Add the cost of the appropriate recall parts package plus applicable dealer allowance to your claim.

Use one of the labor operation numbers and time allowances shown.

NOTE : See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Parts Return

Not required

Dealer Notification

All dealers will receive a copy of this dealer recall notification letter by first class mail. Two additional copies will be sent through the DCMMS, and the MDS2 will be updated to include this recall in the near future. Each dealer to whom involved vehicles were invoiced (or the current dealer at the same street address) will receive a list of their involved vehicles. The vehicle list is arranged in Vehicle Identification Number (VIN) sequence. Owners known to DaimlerChrysler are also listed. The lists are for dealer reference in arranging for service of involved vehicles.

DIAL System Functions 53 and VIP

All involved vehicles have been entered to DIAL System Functions 53 and VIP for dealer inquiry as needed.

Function 53 provides involved dealers with an updated VIN list of their incomplete vehicles. The customer name, address and phone number are listed if known. Completed vehicles are removed from Function 53 within several days of repair claim submission. To use this system, type "53" at the "ENTER FUNCTION" prompt, then type "ORD895".

Owner Notification and Service Scheduling

All involved vehicle owners known to DaimlerChrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A copy of the owner letter is included.

Enclosed with each owner letter is an Owner Notification Form. The involved vehicle and recall are identified on the form for owner or dealer reference as needed.

Vehicle Not Available

If a vehicle is not available for service, let us know by describing the reason on a postcard and mail to:

DaimlerChrysler Corporation
 CIMS 482-00-85
 800 Chrysler Drive East
 Auburn Hills, Michigan 48326-2757

Additional Information

If you have any questions or need assistance in completing this action, please contact your Zone Service Office.

Customer Services Field Operations
DaimlerChrysler Corporation

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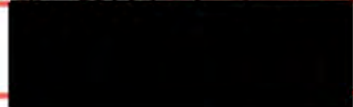
If there are NO indications of fuel leakage OR RED rust near either of the fuel rail crossover tube joints, continue with Section B - Install Fuel Rail Seals.

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From:



Gardiner N.Y.



1000



20077

U.S. POSTAGE
PAID
PLATTEKILL, NY
12508
MAR 06, 12
AMOUNT

\$1.50

00040840-01

FIRST CLASS

Ready **P**ost.

Utility Mailer

US Department of Transportation
To: National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE
Washington, DC 20077-9302

20590

