

NOV -1 2013

Temporary Complaint Number (TCN): JDN25-38841

This PDF document is secured and the content is protected

Required Information in **Bold**

Form Approved: O.M.B. No. 2127-0008

EQ-10556711-1396

Vehicle Information

Vehicle Identification Number (VIN)

1 D 8 H N 4 4 E 5 9 B [REDACTED]

Select/Enter Make

DODGE

Enter Model

GRAND CARAVAN

Select/Enter Year

2009

Incident Information

Approximate Incident Date 04/01/2011

Was there a Crash? Yes No

Was there a Fire? Yes No

Failure Mileage 49,000 miles

Number of Persons Injured, if any 2

Speed (at time of incident) 45 mph

Number of Deaths, if any 0

Description

1711 characters remaining

This description, exactly as you enter it, may appear in a public NHTSA database.

Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

Extreme toxic hazard caused by failed factory installed heater hose connectors. Full information available. 2000 thru 2010 vans, possibly a large amount of different vehicles involved.

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Unknown or Other

Failed Component 2

Unknown or Other

Failed Component 3

Unknown or Other

Personal Information

First Name [REDACTED]

Last Name [REDACTED]

Email [REDACTED]

Daytime Phone [REDACTED] Evening Phone [REDACTED]

Address 1 [REDACTED]

Address 2 [REDACTED]

City Fort Collins

State COLORADO Zip Code [REDACTED]

888-327-4236 | www.safercar.gov

General Instructions

Purpose of Form

The Safety Complaint Portable Form is offered as an easy way for vehicle owners to submit vehicle-related safety complaints. Your complaint information will be entered into NHTSA-ODI's vehicle owner's complaint database and used with other complaints to determine if a safety-related defect trend exists.

How and Where to File

The Safety Complaint Portable Form can be filed electronically by uploading the completed and saved form to NHTSA by using the Upload Web page. Just three easy steps are needed to submit your complaint information. These are given at the top of this form and are explained in more detail below.

Note: JavaScript must be enabled to use this form. This setting can be made on the Reader's Edit > Preferences > JavaScript panel.

Step 1: Complete this form. The Portable Form must be completed before submitting it for entry in our system. If you need to amend a submitted form, you must contact the Hotline at the phone number below.

Step 2: Save this form. Click the link contained in Step 2 at the top of this form and choose an easily accessible location on your computer for the form file. You will need to browse to this location in the next step.

Step 3: Upload this form. To ensure that your complaint information is loaded into our system as you entered it, access our Upload Web page using one of these methods:

- Click on the link contained in Step 3 at the top of this form,
- Click on the link provided in the email you received with this form, or
- Use the link: <https://www-odi.nhtsa.dot.gov/portable/index.cfm#upload>.

Follow the instructions on the Upload page to browse on your computer to locate your saved Portable Form and to upload it to our system.

Step 4: (Optional) Check the status of your Portable Form. You can check the status of your Portable Form on the Track Form tab of the Portable Form home page. You will need to enter the email address and TCN of the form and then select the Get Status button. A status message will be shown indicating that your Portable Form has not yet been received, that it is being reviewed, or that processing has been completed. Additional information may be provided, depending on the status.

To contact NHTSA-ODI if you have any questions on filling out this form or would like to file your vehicle safety complaint by phone, please call the Hotline Monday - Friday 8am to 8pm at (888) 327-4236, TTY: (800) 424-9153.

Specific Instructions

Vehicle Information

Vehicle Identification Number (VIN): The VIN is a 17-character identifier found on the dashboard (see image) and driver's side door jamb stickers (see image) on your vehicle, on the vehicle registration and on your car insurance card. A utility to "test" your VIN is provided right next to the VIN field. After you enter the VIN, you may click on the "Test your VIN" button to test and validate the VIN. All letters in the VIN are automatically converted into uppercase letters.



Make: Some of the Vehicle Makes are already given on the Form. Please choose a Make if it is already present. If your Vehicle Make is not already present, then you may enter your Vehicle Make.

Model: Enter your complete vehicle Model information in this field. Include information such as AWD, XL, etc.

Year: Pick the Model Year of your vehicle or enter it if it is not present in the list.

(Instructions continued on next page.)

888-327-4236 | www.safercar.gov

Department of Transportation, NHTSA . Office of Defects Investigation/CRD, NVS-216 . 1200 New Jersey Ave SE . Washington, DC 20590

Specific Instructions (continued)

Incident Information

Provide as much information as possible about your incident(s). If you have encountered multiple incidents, enter the details related to the first occurrence.

Approximate Incident Date: Enter a date in mm/dd/yyyy format for when the incident prompting this complaint occurred. You may also click in the entry box and then click the drop-down button that appears to the right of the field. This will display a calendar from which you can choose the incident date.

Description: You may write a narrative description of up to 1900 characters in this field. This Description field provides a spell-checker feature by underlining the misspelled word in red. Additionally, the character counter on the Description field informs you of the number of remaining characters available as you enter the text. Note: Please do not provide any personal information in this field.

Failed Component (1, 2, 3): You may select up to three vehicle components which may have contributed to the incident(s). If you are unsure of which component failed or the failed component is not in the list, you may choose "Unknown or Other".

Personal Information

Enter the information in the fields provided. This information is necessary in case we need to contact you for additional data or to clarify your entries.

PLEASE NOTE: We do NOT share your personal information with the general public.

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 (Sept. 3, 2004).

The Privacy Act of 1974 - Public Law 93-579, As Amended: *This information is requested pursuant to the 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 administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.*

CenturyLink Webmail

Font size

Vehicle defect due to coolant leak

From : [REDACTED]

Sat, Oct 26, 2013 10:27 AM

Subject : Vehicle defect due to coolant leak**Cc :** [REDACTED]

Department of Transportation
NHTSA
Office of Defects Investigation/CRD, NVS-216
1200 New Jersey Ave SE
Washington DC 20590

I tried to email this information to you, but was unable to do it. through you web porthole.

I own and drive a 2009 Dodge Grand Caravan. For about the last three years, up to and including now October 2013, I have been in and out of dentist, MD doctors office's and hospitals trying to track down a variable illness with many issues, that has made me extremly ill at times. The symptoms all seemed, to me, somehow related, but I and the medical professionals didn't know why either.

The above mentioned vehicle, had a problem with the coolant system. The first indication, of any problem, was a strange odor, that occured at various times, inside the vehicle, noticable after being in the vehicle for a length of time. It was somewhat like a slight burning odor. It would make my eyes water at times and would give me a funny taste in my mouth.

This was reported to my doctor(s) and dentist(s) many times. This went on for a very long period. My wife, upon hearing my complaints, kept telling me, it was just some form of air polution and/or was coming from other vehicles around us. Several months ago, I smelled, the slight odor of normal anti-freeze, near the vehicle. I searched for obvious leaks and had others look for me. No obvious signs were apparent in, under or around the vehicle. Usually something like this would show up on the ground. I was told to replace the radiator cap, as this was a common problem. No help.

By chance, I went on the internet, to see if anyone else was having a similar problem with their Dodge Vans. I found, that many such reported cases, had been reported to the vehicle manufacturer. I dug a little deeper, and found an apparent problem and a solution.

Chrysler Corporation, it seems, was using a molded plastic compression type hose fitting in the assembly process of their coolant systems. in some of their vehicles. These fittings have one flaw, as I have found out, were made to be put together correctly, i.e. they are keyed. If they are put together incorrectly, as in this case, and possibly a large number of other cases, they allow leaking ethylene glycol coolant to drip onto a 2000 + degree exhaust manifold cover, in the vehicle engine compartment, in small droplets, that becomes a superheated vapor, which is then drawn into the vehicle ventilation system, when it is in operation. I am no chemist, but I know this is a bad situation. According to what I can find, on my own, Chrysler has known about a reported coolant problem, since around the year 2000, in their Caravans and Town and Country Van type vehicles, according to their dealer memos. Their solution amounted to costly, non related repairs and to coverup and mislead concerned owner customers, as reported by a great many people. Some customers even reported total and costly vehicle engine failures while driving, when these defective assemblies failed completely, i.e. came apart. which could prove to be quite dangerous, and maybe even have occured. Chrysler Corporation came up with a solution, over the years, a deoderizing spray to get rid of this smell, possibly to cover up the problem, that they could not or would not find.

I recently had to have both eyes operated on, for drastic catarac's, that came on somewhat suddenly. After having one eye doctor listen too me, and telling her about the oily film that kept appearing on my eyeglasses, which I had thought was due to some defect in the plastic eyeglass lenses of my eyeglasses, she recommended immediate surgery, by a another doctor, which I promptly had, to save my vision. This, I also attribute to the problem with this vehicle, along with all the other related health problems.

It is my personal opinion, that a large persentage of persons, who own these types of vehicles, with this potential serious problem, are at risk for some very serious health

issues, due to breathing in of ethylene glycol coolant that has been super-heated, without even knowing it. This is a very bad situation, according to the CDC. I believe it is not just an issue with Chrysler, since possibly, other companies may be using this type of fitting. If this type of fitting is installed incorrectly, it can cause many serious health issues, up to, and including death, by the breathing in of this dangerous vapor. The biggest problem, also, is that these fumes will accumulate inside the vehicle, over time, and stay there forever and probably be very hard to find, even by trained specialists, as I have found out, and will continue to be a serious problem.

I have this defective assembly, in its entirety, for inspection. I had it removed and a temporary makeshift replacement assembly installed. Even after this, the fumes are still present, but not as obvious. The government needs to address this issue promptly.

Sincerely,

[REDACTED]
[REDACTED] Dated

10-26-13

[REDACTED]
Fort Collins, Colorado [REDACTED]

Attachments: Government forms filled out with an indication of this problem.
