



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

FOR AGENCY USE ONLY 100148

Date Received

06 JUL 2015  
AUG 27 2015

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**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: BIG BEAR CITY State: CA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

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: 1B4GT54L6XE [REDACTED]  
Make: DODGE Model: GRAND CARAVAN Model Year: 1999  
Date Purchased: 6/8/99 Dealer's Name and Telephone Number: VICTORVILLE MOTORS INC.  
Engine: No: Cylinders: 6 Fuel Type: GAS  
Original Owner:  Dealer's City: VICTORVILLE State: CA Zip Code: 92392  
Transmission Type: AUTO Antilock Brakes:  Cruise Control:  Powertrain: ALL WHEEL DRIVE Multiple Failure: CLOCK SPRING RECALL #04V480000 Incident Date(s): 05-JUN-2015 TO DATE

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 140000 AIR BAGS, 110000 ELECTRICAL SYSTEM, 185000 VEHICLE SPEED CONTROL: CRUISE CONTROL  
Failure Mileage: 75,000 AND 113,500 Failure Speed: 0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM9ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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 1999 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE AIR BAG WARNING LIGHT FLASHED AND SUDDENLY REMAINED ILLUMINATED. IN ADDITION, THE CRUISE CONTROL FAILED TO ACTIVATE. THE CONTACT RECEIVED A MANUFACTURER'S RECALL RELATED TO THE AIR BAGS, BUT THE PART WAS NOT AVAILABLE. THE MANUFACTURER WAS CONTACTED AND COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE CONTACT'S VEHICLE WOULD RECEIVE THE RECALL REPAIR. THE FAILURE MILEAGE AND NHTSA CAMPAIGN NUMBER WERE UNAVAILABLE.

DAMLER CHRYSLER WAS CALLED 7/6/15 - CONCURRED THAT WARRANTY WAS EXTENDED AND WOULD BE A "NO CHARGE REPLACEMENT. THEY WOULD HAVE A DEALER CALL ME TO SCHEDULE AN APPOINTMENT" THIS NEVER HAPPENED.

CHRYSLER PHONE No. - 1-800-853-1403

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 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.

# DAIMLERCHRYSLER

*Buckle up  
for Safety!*

[REDACTED]  
BIG BEAR CITY, CA [REDACTED]

## SAFETY RECALL - CLOCKSPRING

Dear [REDACTED]

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

DaimlerChrysler has determined that a defect, which relates to motor vehicle safety, exists in some late-1998-2000 model year Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town & Country minivans.

The clockspring assembly that connects steering wheel mounted electrical components to the electrical system on your minivan (VIN: 1B4GT54L6XB[REDACTED]) may lose the electrical connection to those components. This could cause the driver's airbag, horn, speed control system and/or steering wheel mounted radio controls (if equipped) to be inoperative. An inoperative driver's airbag will not deploy and can result in increased injury to the driver in a frontal crash.

You can detect a failed airbag clockspring by checking the AIRBAG warning light on your minivan's instrument panel. The AIRBAG warning light normally illuminates for a few seconds after you start your minivan, and then goes out if the airbag system is functioning properly.

- **A failed clockspring will cause the AIRBAG warning light to either remain on** (beyond the normal few seconds after you start your minivan), **or illuminate intermittently while you are driving.** If this occurs, contact your dealer immediately to have the airbag system inspected. If your dealer determines that the clockspring has failed, it will be replaced without charge to you (diagnosis, parts and labor).
- **If your minivan currently has 70,000 miles or LESS,** contact your dealer to have the clockspring assembly replaced without charge to you (diagnosis, parts and labor), even if it appears to be functioning properly.

When contacting your dealer, ask to have a clockspring held for your minivan or to order one before your appointment. Remember to bring this letter with you to your dealer. The work will take less than one hour to complete. However, additional time may be necessary, depending on how dealer appointments are scheduled and processed.

- **If your minivan currently has MORE than 70,000 miles and the AIRBAG light operates normally** (illuminates for a few seconds after you start your minivan, and then goes out), the clockspring in your vehicle is functioning properly and **no further action is necessary at this time.** If the clockspring assembly fails at any time in the future, regardless of mileage, your dealer will replace it without charge to you (diagnosis, parts and labor). Remember to check the AIRBAG warning light to be sure that the airbag system is functioning properly. Keep this letter with your minivan's other owner information for future reference.

This recall does NOT include replacement of other airbag system components. If other components cause illumination of the AIRBAG warning light, the associated repair costs are the owner's responsibility.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN ( XB [REDACTED] ) and notification code D17 on the postcard.

If you have already experienced a clockspring failure 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, P.O. Box 610207, Port Huron, MI 48061-0207, 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