



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 30, 2019

[REDACTED]
Washington, DC [REDACTED]

NEF-109 rrr
Ref. No. 11242550
10733131

Dear [REDACTED]

Thank you for your recent visit to the National Highway Traffic Safety Administration (NHTSA) to discuss your concerns with the child seat belts in your model year (MY) 2000 Dodge Caravan.

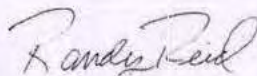
NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We reviewed our database to identify whether a safety defect trend exists with child seat belts in 2000 Dodge Caravans. We looked into what may cause the child seat belt to jam and prohibit or delay a child from exiting the vehicle. We also researched your complaint from July 21, 2015. You experienced engine stalls, which you attributed to a powertrain control module defect or sabotage. At this time, we lack evidence to open a safety defect investigation or to initiate a recall on your vehicle problems. At your convenience, please pay us another visit in your vehicle so we can see exactly what the issue is with the child seat belt. We ask that you contact our office at 202-366-4383 to schedule a day and time.

While researching your problem, we entered your vehicle identification number (VIN) into our VIN Look-Up Tool. It searches for open recalls through a direct link to the manufacturer's database. We found that NHTSA Safety Recall Campaign No. 04V-480 has not been completed on your vehicle. Recall 04V-480 (enclosed) addresses a problem with the clockspring that may cause air bag light to come on and the front driver's side air bag to become disabled. We recommend that you contact Fiat Chrysler Automobiles or a local dealer and schedule an appointment to have the recall completed immediately.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

2B4GP25G9Y

17/17



2000
DODGE CARAVAN



VIN SEARCH

Recall data refreshed on Oct 17, 2016

1 Unrepaired Recalls associated with this VIN

Oct 05, 2004

Manufacturer Recall Number: D17

NHTSA Recall Number: G4V-480

Recall Status: Recall Incomplete

Summary

ON CERTAIN MINIVANS, THE DRIVERS AIR BAG MAY BECOME DISABLED DUE TO A FAILURE OF THE CLOCKSPRING, WHICH IS LOCATED IN THE HUB OF THE STEERING WHEEL.

Safety Risk

THIS CONDITION WILL MANIFEST ITSELF THROUGH ILLUMINATION OF THE AIR BAG WARNING LAMP AND COULD EVENTUALLY RESULT IN A DRIVERS AIR BAG OPEN CIRCUIT, IF THE PART IS NOT REPLACED IN A REASONABLE AMOUNT OF TIME.

Remedy

DEALERS WILL REPLACE THE CLOCKSPRING ASSEMBLY ON ALL COVERED VEHICLES WITH 70,000 MILES OR LESS. FOR THOSE VEHICLES WITH MORE THAN 70,000 MILES, DAIMLERCHRYSLER WILL OFFER AN EXTENDED LIFETIME WARRANTY UNDER WHICH IT WILL REPLACE THE CLOCKSPRING AT NO CHARGE IF IT FAILS. DAIMLERCHRYSLER WILL ALSO REIMBURSE OWNERS WHO HAVE PAID TO HAVE THE CLOCKSPRING REPLACED ON THEIR VEHICLES.

Manufacturer's Notes

For more information, visit recalls.mopar.com or call 1-800-933-1403. Please have your VIN ready when calling.

Find a dealer.

Locate a dealer near you to get your vehicle repaired.

GO