

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) 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	
OWNER INFORMATION (Type or Print)		Date Received 25-JAN-2017 MAY 16 2017		Repository ☐	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		Reference No. 10947639	
Address [REDACTED]		Evening Telephone Number SAME		E-mail Address [REDACTED]	
City HEDGESVILLE		State WV		Zip Code [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 1B4GP54L8WB [REDACTED]		Make DODGE		Model GRAND CARAVAN	
Model Year 1998		Engine: No: Cylinders 6		Fuel Type: GAS	
Date Purchased 2005		Dealer's Name and Telephone Number HAGERSTOWN FORD 301-733-3673		Original Owner ☐	
Dealer's City HAGERSTOWN		State MD		Zip Code 21740	
Transmission Type AUTO		☒ Antilock Brakes ☒ Cruise Control		Powertrain FRONT WHEEL DR.	
Multiple Failure: YES		Incident Date(s) 01-DEC-2016			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 060000 ENGINE (PWS), 061110 ENGINE AND ENGINE COOLING: ENGINE: GASOLINE: BELTS AND ASSOCIATED PULLEYS				Failure Mileage 225,000	
Failure Speed 70 MPH					
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)		☐ Original Equipment ☐ 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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured	
				Number of Deaths	
				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 1998 DODGE GRAND CARAVAN. WITHOUT WARNING, THE SERPENTINE BELT DETACHED OUT OF PLACE. THE CONTACT REPLACED THE SERPENTINE BELTS AND THE PULLEYS, BUT THE FAILURE CONTINUED. THE DEALER INDICATED THAT THERE WAS NO SERVICE CAMPAIGN AND RECALL TO PROVIDE A SOLUTION. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.					
LOSS OF POWER STEERING AND WATER PUMP FUNCTION RESULTS IN RAPID OVERHEATING					
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.					

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

BEGINNING IN EARLY 2016 THE SERPENTINE BELT WOULD SLIP OFF THE IDLER PULLEY DURING WET WEATHER. THIS HAS HAPPENED NUMEROUS TIMES SINCE RESULTING IN PULLING OVER AND TAKING THE TENSION OFF THE BELT TO GET IT BACK IN PLACE. DOZENS OF OTHERS WHO OWNED DODGE CARAVANS FROM A RANGE OF YEARS HAVE COMPLAINED ABOUT THE SAME THING. TWO COMPANIES, GATES AND CONTINENTAL, OFFER AFTERMARKET KITS TO AVOID THIS. MANUFACTURER CLAIMS IT'S AN ALIGNMENT PROBLEM WITH THE PULLEY WHICH IS FALSE.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

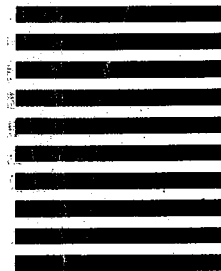
National Highway
Traffic Safety
Administration

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

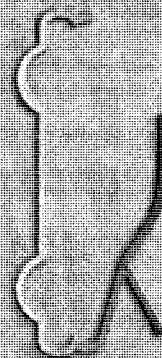
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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**



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

AutoZone 6416296 PILGRIM ST
INWOOD, WV
(304) 821-6000

Loyalty Card 910100XXXX

UDP PART 1 @ 1/123.99

UDP PARTS PO # 000506

#821056 49215K 123.99 P

49215K Continental
Belt Tensioner, EA

SUBTOTAL 123.99

TOTAL TAX @ 6.000% 7.44

TOTAL 131.43

XXXXXXXXXXXX VISA 131.43

APPROVAL # 009720

Data Source: CHIP

App Name/Label: US DEBIT

AID: A0000000980840

TC F5487715D102C428

PIN Bypassed

SIGNATURE VERIFIED

REG #02 CSR #22 RECEIPT

STR. TRANS #133040

STORE #6416

DATE 02/02/2017 13:00

OF ITEMS SOLD 1

**Shipping Is Not
Refundable**

UDP PARTS PO # : 000506

EST. ARRIVE DATE: 02/03/2017

EST. ARRIVE TIME: 3:00 PM

CARRIER : FFDEX

Member: TIM COOK

As of 03/14/2016 at 22:14:31 PM CST

Credits Towards Next Reward: 1

PERSONAL WARRANTY INFORMATION

COOK TIM

25427

(304) 671 - 5680

1998 Dodge/Ram Truck Grand Caravan 2WD

Item: 821056 AUTOMATIC BELT TENSIONER

3 YEAR/36 MONTH WARRANTY PERIOD

Limited Warranty

If a part fails during the warranty period shown on this receipt, bring the part to any AutoZone store and you will receive a replacement or refund.

Warranty excludes damage caused by misuse, abuse, other faulty parts, improper installation or off-road, commercial or marine use. Warranties on replacement parts cover the unused portion of the original warranty or 90 days, whichever is longer.

Warranties expire when you sell your vehicle.

THIS LIMITED WARRANTY REPRESENTS THE TOTAL LIABILITY OF AUTOZONE, FOR ANY PART OR PRODUCT. AUTOZONE MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

AUTOZONE SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts, or exclusion or limitation on incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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or by calling 1-800-598-8943.

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Subject to full Official Rules

at www.autozonecares.com.