



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 335

Date Received

2003 JUL 15 AM 10:16

Repository

Reference No. 10030136

OWNER INFORMATION (Type or Print)

Name, Address, City: GREENSBORO, State: NC, Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
Signature of Owner Date 8/5/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4HS28N44F214111
Make: DODGE Model: DURANGO Model Year: 2000
Date Purchased: 2-26-03 Dealer's Name and Telephone Number: NORSIDE IMPORTS 336-854-1448
Original Owner: [] Dealer's City: Greensboro State: NC Zip Code: 27408 Engine: 8 Fuel Type: Gas
Transmission Type: [] Automatic Brakes: [x] Powertrain: 106000 POWER TRAIN:AXLE ASSEMBLY
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s), 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: D0THAL9ABC036) 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 [x] No Fire: [] Yes [x] 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).

CONSUMER STATES WHEN TURNING LEFT OR RIGHT, MAINLY TO THE RIGHT THERE IS LOUD POPPING NOISE IN THE STEERING COLUMN. DEALER STATES IT'S A PROBLEM WITH THE AXLE. *AK

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

