



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 10083

Date Received

Repository

10:33
02-SEP-2003

Reference No.
10038016

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: PLAINFIELD State: NJ Zip Code: [Redacted]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 9/17/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1BAH52922G4E [Redacted]		Make DODGE	Model DURANGO	Model Year 2000
Date Purchased 7/2001	Dealer's Name and Telephone Number CRYSTAL AUTO MALL		Engine: No. Cylinders 8	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City Greenbrook	State NJ	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 021000 SUSPENSION:FRONT	
Multiple Failure: 1				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-AUG-2003	Failure Mileage 58900	Failure Speed 25	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Goodyear	Tire Model (Name or Number) Wrangler	Tire Size (Example P215/65R15) P275/60R17
DOT No. (Example: D0THAL9ABC036)	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: Front end suspension
Tire Component Code See attached estimate.	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A	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 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Deaths 0	Reported to Police <input checked="" type="checkbox"/> Yes
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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 COMPLAINED ABOUT FRONT END SUSPENSION PROBLEM. ALSO, FRONT LEFT TIRE COLLAPSED WHILE DRIVING AT 25 MPH, WHICH CAUSED A LOT OF DAMAGE TO THE VEHICLE, AND DRIVER WAS BADLY INJURED. MANUFACTURER WAS CONTACTED, AND WAS INVESTIGATING THE CAUSE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. 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 Administration 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.

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

The left front end of car collapsed causing me to lose control of car causing the accident. See attached estimate and police report. Also a copy of letter from Dealer Chrysler stating their investigation

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY INTL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE & SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety Administration
http://www.nhtsa.dot.gov/odot

DAIMLERCHRYSLER

*M. Polkowski
called & stated
they want
no part Durango.
8-27-03*

*Henry, Chris, [unclear]
will go on Friday & [unclear]
& look at Durango.
8-27-03*

DaimlerChrysler Corporation
Office of the General Counsel

*He went
to Chrysler
& talked to
the Chrysler
& said it wasn't
the results of
inspection needed*

August 14, 2003

[Redacted]
Plainfield, NJ [Redacted]

Dear [Redacted]

Thank you for contacting DaimlerChrysler Corporation with regard to your 2000 Dodge Durango, VIN 1B4HS28Z6YF [Redacted]. I am in the process of reviewing your file and will inform you of our decision as soon as practicable. If I determine that a vehicle inspection is necessary, someone will contact you soon to set up an appointment convenient to your schedule.

If you have any questions regarding this matter, I may be reached at the number below.

Very truly yours,

Ryan A. Polkowski

Ryan A. Polkowski
Customer Claims Resolution Group
(248) 512-4028
(248) 512-4051 (fax)
rap99@dcx.com

D/O/L 8-8-03

X State Farm Claim # [Redacted]

Daimler Chrysler File # 1154 8129

Attn: Lisa, Team 3

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**