



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-STOP
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100181

Date Received: 15-SEP-2003
Repository:
Reference No.: 10039955

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: PORTAGE State: MI Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a signature, this report will be sent to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 10/2/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4HS28NBYF176776
Make: DODGE Model: DURANGO Model Year: 2000

Date Purchased: March-2000 Dealer's Name and Telephone Number: 269-649-8000 Vicksburg Chrysler-Dodge-Jeep
Original Owner: Dealer's City: Vicksburg MS Zip Code: 39097
Engine: 347 V-8 Fuel Type: Gas
No. of Cylinders: 8

Transmission Type: AUTOMATIC
 Antilock Brakes
 Cruise Control
Powertrain: All wheel drive
Vehicle Component Code: 02000 SUSPENSION
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): New 2000 Failure Mileage: 0-100,000 Failure Speed: all speeds
Front + rear suspension chatter (bounce) causing vehicle to drift sideways from new till now 100,000 mi. +

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Good year Tire Model (Name or Number): Wrangler Tire Size (Example P215/65R15): 31 X 10.5 R 15
DOT No. (Example: DOTMALSABC036) Original Equipment Prior Repair Failure Location: anywhere with slight road bumps - will drift.
Tire Component Code: No failure - but chatter uncontrollable Tire Failure Type: None

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, failure, condition, and injury.)

Crash: Yes No Fire: Yes No
Number of Persons Injured: Number of Deaths: Reported to Police: #

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).

WHEN TURNING IN EITHER DIRECTION WITH MINOR ROAD IMPERFECTIONS, VEHICLE JUMPS AND PULLS TO THE OPPOSITE DIRECTION. ALSO A NOISE CAN BE HEARD COMING FROM THE REAR OF VEHICLE. CAUSE OF THE PROBLEM HAS NOT BEEN DETERMINED. *AK

Durango will drift dangerously into opposite lanes when slight road bumps are present - tire and suspension seem to be bouncing beyond normal. tire pressure has been changed from 31#psi to 40#psi with no improvement to wheel bounce.

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

The Privacy Act of 1974 - Public Law 93-578 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.