



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 100145

Date Received

2003 OCT 20

Repository

Report No.  
10040223

OWNER INFORMATION (Type or Print)

Name

Address

City LITHONIA

State GA

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?  
In the absence of an \_\_\_\_\_ provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 10/13/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

1B4HR282XYF207217

Make

DODGE

Model

DURANGO

Model Year

2000

Date Purchased

8-23-03

Dealer's Name and Telephone Number

Nissan of Union City

Engine:

No. Cylinders

8

Fuel Type:

Original Owner

Dealer's City

State

GA

Zip Code

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-SEP-2003

Failure Mileage

3900

Failure Speed

10mph

TRANSMISSION

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: DOTM18ABC036)

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 - Officer @ Scene

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).

To direct traffic

TRANSMISSION HAS FAILED TWO WEEKS AFTER PURCHASE DATE. \*AK

Repair Invoice attached.

Low my fees (Receipt)

\* Vehicle went in reverse while gear was in "drive"

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.

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

See attached letter to owner of  
dealership.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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**

FIRST CLASS PERMIT NO 79173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. 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  
ON

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

1-888-327-4236

DOT Auto Safety Hotline  
(DASH) & DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
<http://www.nhtsa.gov>

# COPY

Lithonia, GA

September 22, 2003

Scott Smith, Owner  
4080 Jonesboro Rd  
Union City, GA 30291

Dear Mr. Smith:

I purchased a 2000 Dodge Durango used on 8/23/03 from salesman #1014 of Nissan/Kia of Union City. The recorder mileage at time of purchase was 37829. Approximately three days later I experienced the following electrical problems.

1. Indicator lights stopped working
2. Hazard lights stopped working
3. Rear right passenger door lock not working
4. Rear left passenger window motor stop working

2 weeks later the follow problems came up:

5. Transmission failure - vehicle not drivable
6. Steering Problems

I called my salesman on 8/25/03 and told him of the problems I was currently experiencing (items 1 - 4 as listed above). I was told to call a local Dealership *because the vehicle was still under Manufacturers warranty 7/70*. The dealer told me "NO" the warranty did not cover the above-mentioned electrical problems and was sent back to the place of purchase (Nissan/Kia of Union City). My salesman told me to bring the vehicle back in to have the repairs done free of charge, I did so on 8/27/03. (Subsequently the rear left window has not been repaired.

Two (2) weeks after that the steering wheel began shaking constantly and shortly after that the transmission failed during rush hour traffic on 9/18/03. The vehicle is now **NON DRIVEABLE**. I had it towed back to Nissan/Kia of Union City and once again was told to take it to a dealer *because the vehicle was still under Manufacturers warranty 7/70*. A call was placed by Sam Ajayi, (General Sales Manager of Nissan/Kia of Union City), to a nearby dealer requesting permission to have the vehicle towed to their location for repair under *Manufacturers warranty 7/70*. Dealer responded, based on the mileage (now 40,000) it was no longer covered and the warranty stipulations were 3/36 effective 2002. This was a surprise to management of Nissan/Kia of Union City. I now have no warranty!!!! Sam Ajayi suggested I purchase an extended warranty and he would

backdate the original documents to reflect the extended warranty was purchased at time of sale and I would be able to submit my towing receipts for reimbursement as well as file a claim for all repairs.

This whole situation scares me. I have been asked to purchase an extended warranty for an additional \$90-\$135 per month for 12 months on top of my \$400.00 car note in order to cover repairs because I was initially misrepresented concerning the *Manufacturers warranty*. Needless to say I have ended up with a \$27,353 note, a non-drivable vehicle, no warranty and absolutely no confidence in the Salesman, Sales manager, the dealership, or the vehicle. As a recently divorced parent, I am now a single mother of two (not receiving child support I might add), and having to transport my children daily I am in constant fear for their safety and that of myself. When will someone take note.....after a life is taken???? Who will help my children and me????

The vehicle has been in the Kia service center since 9/19/03 and I was last told no one there was given permission from the sales department to work on it. Once again, Who will help my children and me???? I am asking that my vehicle be repaired at no additional expense to me and the "Silver" warranty to compensate the one I was told I had at time of purchase.

Respectfully Submitted



CC: Governor's Office of Consumer Affairs  
NHTSA

**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).**