



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

DOT Auto Safety Hotline **2003 NOV 1**
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 100181

Received 8-05

15-OCT-2003

Repository

Reference No.
10043954

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: WILMINGTON State: NC Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]

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
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 10/08/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 184HS28Z8YF279196
Make: DODGE Model: DURANGO Model Year: 2000
Date Purchased: Dealer's Name and Telephone Number: Engine: No. Cylinders: Fuel Type:
Original Owner: Dealer's City: State: Zip Code:
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: Vehicle Component Code: 108000 POWER TRAIN:AXLE ASSEMBLY
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 05-OCT-2003 Failure Mileage: 50000 Failure Speed: 15

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: DOTM1A5ABC036) 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 Fine 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).

WHILE DRIVING APPROXIMATELY 15 MPH RIGHT FRONT WHEEL DETACHED FROM THE VEHICLE. AXLE BROKE, CAUSING THE WHEEL TO DETACH. *AK

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

The Privacy Act of 1974-Public Law 93-579 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 to this questionnaire. Your responses 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)

While running down interstate at 75 MPH on Oct 3RD, PASSENGER REPORTED THAT WHEELS MAY NEED BALANCING. RAN ON interstate for 4 HRS, NO PROBLEM. PARKED VEHICLE EVENING OF OCT 3RD. MORNING OF OCT 5TH, GOT IN VEHICLE. DROVE APPROX 1/2 mile, WHILE APPROACHING STOP sign, ~~stopped~~ slowing down over speed bump, felt like loss of steering due to flat tire. Pulled over & wheel was laying on side, detached from vehicle. WAS going between 10 + 15 mph. DEALER SAID "WILL NOT FIX. NO DAMAGE EVIDENT, PART DIDN'T BREAK, JUST CAME APART." DODGE SAYS "TOO BAD, SHOULD HAVE BOUGHT EXTENDED WARRANTY. AFTER WARRANTY EXPIRES IT'S CUSTOMER'S PROBLEM."

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 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL 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



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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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