



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 1367

Date Received

Repository ☐

2004 APR 15 11:39

Reference No.
10054121

OWNER INFORMATION (Type or Print)

Name

Address

City

COOKVILLE

State

TX

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

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

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

1B4HS2B3YF126500

Make

DODGE

Model

DURANGO

Model Year

2000

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING SYSTEM

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

19-DEC-2003

Failure Mileage

99000

Failure Speed

30 mph

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: DOTM19ABC036)

☐ 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), condition, and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ 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 (e.g., parts repaired or replaced (and if old part is available)).

THE TRUCK OVERHEATED WITHOUT ANY WARNING. THIS CAUSED THE TRUCK TO STALL WHILE MAKING A RIGHT TURN. THE RADIATOR WAS LEAKING AND ONE OF THE PISTONS HAD STARTED MELTING PER THE DEALERSHIP. THE ENGINE NEEDS TO BE REPLACED. *NM

The temp. stayed on 190° and the oil pressure stayed on normal the entire time until I turned it off.

WRITED COMBOWEL(2)SYNT(2)BLOWNYLION

I'm already receiving new front end parts.

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 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.



donnahanes@hotmail.com

Printed: Saturday, February 14, 2004 2:42 PM

From : [REDACTED]
 Sent: Monday, February 9, 2004 10:57 AM
 To : [REDACTED]
 Subject: FW: Re: DaimlerChrysler Customer Assistance (KMH684864V8539L0RM)

From: customerassist <customerassist@daimlerchrysler.com>
 Reply-To: customerassist <customerassist@daimlerchrysler.com>
 To: [REDACTED]
 Subject: Re: DaimlerChrysler Customer Assistance (KMH684864V8539L0RM)
 Date: Tue, 13 Jan 2004 10:57:53 -0500

Dear [REDACTED]

Thank you for your recent email to DaimlerChrysler Motors regarding your 2000 Dodge Durango.

The information you are seeking is either unavailable from DaimlerChrysler Motors Corporation or considered proprietary.

Thank you again for writing.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 11945203

REPLY LINK: http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?rk_ID=KMH684864COKM&

Sincerely,

Laura
 Senior Staff Representative
 DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: Recall Information

Brief Description:

In regards to our 2000 Durango, we would like to know "why" if our motor burned up from overheating, why the temperature gage stayed on normal, the oil pressure gage stayed on normal and no warning lights came on?

Comments:

We bought our Durango from a dealer in Irving, Tx., he told us it was a executive company car with a company that traded them in with a low mileage, and now we found things in the glove box to lead us to believe it was a rent a car, also the paint on the driver side front fender has indicated that it has been repainted, this has shown up in the last year or

so. That was one of my verbal questions to the salesman, "Has this vehicle ever been in a wreck" and he replied "No" We bought the extended warranty, because we wanted to feel assured that if something is wrong with the vehicle, it would be covered. Now that we have had a major problem, the warranty company from the very start never seem to be concerned about my questions because my first one was "Did I get a loaner car, because we have kids to take back and forth to activities" and the man at Burgdorf Dodge told me that the warranty company was going to send an inspector to look at the vehicle first and its been all through the holidays and my first question has never been answered. I have called the warranty company on the cell phone while I am at work in the field numerous times and I have been put on hold for at least 30 to 40 minutes at a time and sometimes did not even get a hold of them. The couple of times I have reached them they have never wanted to explore the possibility that there was something else that caused the motor to malfunction other than saying I let it overheat. I am a man in my 30's and have operated heavy equipment and farm tractors for a large portion of my life, I have an outstanding work history with all of my employers, one being with a division of Kiewit the second or third largest dirt contractor in the United States. I ran numerous D-10's, D-8's, I have ran track hoes as large as 375 Cat. and at times I even had to run 637 twin engine scrapers, I could go on and on, but my point is, a very significant part of my job was to watch my gages and keep a visual inspection of my equipment. We ran 24 hours a day 7 days a week. At times things did break down, and even on the the most worn out equipment, the gages would give me indication to pull over and shut it down. My durango gages stayed on normal readings all the way till the motor was making a sound that I knew that definately was not right. When I pulled over and opened my hood, the gages were still on normal and the vehicle did not put off any odor that led me to even think that it was hot, it just made a noise that was coming from inside the motor, so I shut it off and towed it home. I can say with 110% that the gages did not give any warnings of any kind. How can we obtain records on all 2000 Durango's that have had motor problems and heat sensor problem, and any other information that might be helpful to me so I can prove that I am telling the truth.

Sincerely a Dodge

owner

Sender Information:

Title:
First Name:
Middle Initial:
Last Name: