



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1220

Date Received

2004 APR -8
10-MAR-2004

Repository

PH 12-54
Reference No.
10062858

OWNER INFORMATION (Type or Print)

Name

Address

City INMAN

State SC

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 your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 3/23/04

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield on driver's side
1B4HS2BY1WF192650

Make
DODGE

Model
DURANGO

Model Year
1998

Date Purchased
6-2001

Dealer's Name and Telephone Number
Dick Brooks - 864-582-9090

Engine:
No. Cylinders

Fuel Type:

Original Owner

Dealer's City
Spartanburg

State
SC

Zip Code
29301

Transmission Type

Antilock Brakes
 Cruise Control

Powertrain

Vehicle Component Code
012000 STEERING-COLUMN

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

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: DOTM4B8C036)

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

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 A VERY LOUD CLICKING AND POPPING SOUND WAS COMING FROM THE FRONT END WHEN MAKING LEFT OR RIGHT TURNS. TOOK VEHICLE TO THE DEALER. DEALER STATED STYERING COLUMN WAS CAUSING THE POPPING AND CLICKING NOISE. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.