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 T20

Date Received	Repository ☐
2004 MAY 11 PM 2:
25-MAR-2004	Reference No. 10064938

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City CAVE CREEK	State AZ	Zip Code [redacted]	

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	Make	Model	Model Year
1B4HS28Z1YF295045	DODGE	DURANGO	2000

Date Purchased	Dealer's Name and Telephone Number	Engine: No. Cylinders	Fuel Type:
	CHAPMAN DODGE	8	UNLEADED/ CNG CONVERSION

Original Owner	Dealer's City	State	Zip Code
☐	PHOENIX/ SCOTTSDALE	AZ	

Transmission Type			Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain: MANUAL, DRIVE	101520 SUSPENSION: FRONT CONTROL ARM UPPER BALL JOINT
			Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	Vehicle Condition
25-MAR-2004			VEHICLE CURRENTLY HAS 69,000 MILES.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example: P215/65R15)
GOODYEAR		SIX LUG S

DOT No. (Example: DOTMA(9ABC036)	☒ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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).

THE CONSUMER HEARD A NOISE IN THE FRONT OF THE TRUCK. THE CONSUMER BELIEVED THE PROBLEM WAS THE BALL JOINTS, ~~HE STATED~~ HE HAD BEEN LOOKING ON THE WEB, ~~AND LISTENING TO THE MEDIA~~. THE CONSUMER SPOKE WITH A DEALER ABOUT THE NOISE. THE CONSUMER HAD NOT TAKEN THE VEHICLE TO THE DEALER. *JB

MAY BE. AFTER-
DEALER INDICATED PARTS NOT RECALLED

TO FIND POSSIBLE SOURCE OF NOISE. ANY RESEARCH ~~[illegible]~~ WILL JOINT WHICH HE DISCOVERED FOUND TO BE SEALED AND UNABLE TO LUBRICATE.

CONSUMER ALSO EXPERIENCED CNG CONVERSION [illegible] TO HAVE SUSPENSION FROM INSPECTED AND REPAIRED PRIOR TO SUMMER ROAD TRIP. HE HAS BEEN DOING (DEALER REPAIRED) PLANS TO ADDRESS FAILURES DURING TIMELY REPAIR. DEALER DESIRE SPENDING SIGNIFICANT AMOUNT OF MONEY TO REPAIR A

POTENTIALLY FAULTY PART FROM DODGE CONTINUE.

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 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.