



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 100147

Date Received

2004 JUL 15 PM 7-12
21-JUN-2004

Repository

Reference No.
10079547

OWNER INFORMATION (Type or Print)

Name

Address

City UNITY

State ME

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 a signature, please provide an address to the vehicle manufacturer.
Signature of Owner _____ Date 7/11/04

VEHICLE INFORMATION

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

FILL IN

1D4HD48K14

Make DODGE

Model DURANGO

Model Year 2004

Date Purchased 22-NOV-03

Dealer's Name and Telephone Number

Engine:
No. Cylinders

Fuel Type:

Original Owner

Dealer's City Waukegan IL 33873

State FL

Zip Code 34266

Transmission Type AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain 4 WHEEL DRIVE

Vehicle Component Code
10300 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 412 DEALER VISITS TO REPAIR

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 17-MAY-2004

Failure Mileage

Failure Speed

ENGINE LIGHT ON. BAD SENSORS. HOT MELTED WIRES.

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: DOTM1ABC036)

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).

WHEN DRIVING AT AN UNDETERMINED SPEED TRANSMISSION LIGHT APPEARED ON THE DASHBOARD. CONSUMER TOOK THE VEHICLE TO DEALERSHIP FOR INSPECTION. HOWEVER, MECHANIC COULD NOT DUPLICATE THE PROBLEM. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY.

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 will take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, statistical summary thereof, may be used in support of the agency's action.

TE

6-22-07

summer address

COPY.

Daimler Chrysler Motor Co. LLC - Unity Me.
 Durango VIN 1D4H048K14 [redacted] has giving
 me trouble since I purchased it 11-22-03. 2
 recalls, + 3 visits to English of Waverhills FL.
 for transmission lite on. They said its fixed,
 but its not fixed. 4 visits to Desoto Mall
 Dodge of Dursovia FL. transmission lite still
 on. Fixed No. 5th visit to Desoto Mall
 they kept my Durango 4 1/2 Days. No lite on to
 date. all squams on shifting lever on now.
 To Central Maine Dodge, Waterville Me.
 visits to them 6-3-04 - 6-10-04 - 6-17-04 to
 fix shift lights. They found Melted wires +
 bad sensor + when Dealers testing wires,
 the wires are full of holes. This vehicle is
 NOT TRUST WORTHY to me. I've spent more
 than 14^{HRS.} in Dealers waiting rooms + over 200
 miles traveling time to Dealers. I have the paper
 work on REPAIRS, which Dealers were reluctant
 to give me. I'm seeing Florida Lemon Law
 as talking to 6 different people at Chrysler
 800 No. say Chrysler will not do nothing
 for me. I have spent over \$33000.00 so far
 on this Durango
 Not a HAPPY CUSTOMER

(OVER)

Chrysler called - 6-29-64 - Will do Nothing.
We are Florida residents - since 1982.

[REDACTED] Arcadia FL [REDACTED]

We are on vacation, summer address -

[REDACTED] Unity, Maine [REDACTED]

TEL [REDACTED]

Richard Beaulieu - Service Manager/Community Maine
assistant. 6-2-04

Menu on Shift (all Squares) To Repair.
Took to Central Maine Dodge.

300 Kennedy Memorial Drive - Waterville, ME

Needs new sensor + To put on Machine 6-10-04

22 miles each way = 44 miles 6-2-04

22 " " " " = 44 " 6-10-04

at Central Maine Dodge 6-10-04 - 1 PM till
5:00 PM - 4 HOURS TO PUT IN TRANSMISSION
Sensor. On way home same SHIFT MENU
CAME ON. (NOT FIXED AS THEY SAID.)

CALLED ENGLISH - WAUCHULA FL /

" CHRYSLER - 800 NO. NO COMMITMENT

CENTRAL MAINE DODGE RELUCTANT TO GIVE
ME WRITE UP OF WHAT THEY DID ON DURANGO.

CALLED CHRYSLER GO TO CENTRAL MAINE MOTORS
FOR REVALUATION 6-17-04 AT 8:00 AM.

DURANGO LEFT AT CENTRAL MAIN DODGE
WATERVILLE ME. WIRES ON DURANGO FULL
OF HOLES (INSULATION) WHERE DEALERS
TESTED WIRING. LOANER VAN TO ME
TILL DURANGO FIXED. 6-17-04 - (12:00 AM)

22 MILES DOWN - 44 MILES + 44 = 88 MILES,
" " BACK

6-17-04 CALL WAITING FROM DEALER. 132 " $\frac{44}{132}$

DEALER CALLED AT 5:00 PM - DURANGO READY (FIXED)?

6-29-04

247 M.C. CHRYSLER CALLED - WILL DO NOTHING.

DESOTO MALL - 8AM - 4-9-04 - THEY CALLED CHRYSLER
FOR INFO. ON DURANGO - 10:30AM - BROUGHT HOME.

10-30 DURANGO THERE NOT FIXED.

TEL. CALL TERRY CAPRI DESOTO MALL - NOT FIXED - TO KEEP
DURANGO OVERNIGHT, CHRYSLER TO FAX 4-9-04 REPAIR
INFORMATION ON DURANGO.

4PM - 4-9-04 - DESOTO MALL CALLED - DURANGO NOT FIXED - CHRYSLER
PROVIDED A LOAN VEHICLE. 4-9-04 - 4PM.

4-10-04 - NO DURANGO. } ME UP TO DESOTO MALL
4-11-04 - NO DURANGO. } THEY TELL ME CHRYSLER
4-12-04 - NO DURANGO. } WILL NOT FAX THE PARTS.
4-13-04 - NO DURANGO. }

4-13-04 DURANGO FIXED-?

DAIMIER CHRYSLER MOTOR COMPANY. LLC
CUSTOMER CENTER
P.O. BOX 21-8004
AUBURN HILLS. MI 48321-8004.

TOTAL SALE PRICE

33393.44

339.12 PAINT HARDENING

33732.56

.19.00 2 1/2 BALL

21.00 BALL ADP.

33771.56

PLATES - (P) 1-800-321-5366.

INS -

M 207-626-8849.

888-327-4336.

AUTO SAFETY HOTLINE

DESOTO MALL - 8AM - 4-8-04 - THEY CALLED CHRYSLER
 FOR INFO. ON DURANGO - 10:30AM - BROUGHT HOME.
 10:30 DURANGO THERE NOT FIXED.
 TEL-CALL TERRY CAPRI DESOTO MALL - NOT FIXED - TO KEEP
 DURANGO OVERNIGHT, CHRYSLER TO FAX 4-9-04 REPAIR
 INFORMATION ON DURANGO.
 4PM - 4-9-04 - DESOTO MALL CALLED - DURANGO NOT FIXED - CHRYSLER
 PROVIDED A LOAN VEHICLE. 4-9-04 - 4PM.
 4-10-04 - NO DURANGO. } ME UP TO DESOTO MALL
 4-11-04 - NO DURANGO. } THEY TELL ME CHRYSLER
 4-12-04 - NO DURANGO. } WILL NOT FAX THE PARTS.
 4-13-04 - NO DURANGO. }
 4-13-04 DURANGO FIXED - NEW WIRING +
 NEW SENSOR.

DAIMIERCHRYSLER MOTOR COMPANY-LLC
 CUSTOMER CENTER
 P.O. BOX 21-8004
 AUBURN HILLS, MI 48321-8004.

TOTAL SALE PRICE
 33393.44
 339.12 PAINT HARDENING
 4-6-04. OWES-TRUSTEE 73.84
 33732.56 PLATES -
 19.00 2 1/2 BALL INS -
 21.00 BALL ADP.
 33771.56

888-317-4236.
 AUTO SAFETY HOTLINE

**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).**