



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 100222

Date Received

Repository

2004 NOV 11: 51 08-OCT-2004

Reference No. 10095510

OWNER INFORMATION (Type or Print)

Name

Address

City JONESTOWN

State PA

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? In the absence of an answer, we will provide your name or address to the vehicle manufacturer. Signature of Owner Date 10/25/04

VEHICLE INFORMATION

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

Make DODGE

Model DURANGO

Model Year 2004

1 D4HB48D24E

Date Purchased 6-29-04

Dealer's Name and Telephone Number 717-655-6667 Pete Hondrus-Elizabethtown Dodge

Engine: No: Cylinders

Fuel Type: Gas middle grade

Original Owner

Dealer's City Lancaster

State Pa

Zip Code 17022

Hemi

Transmission Type AUTOMATIC

Antilock Brakes Cruise Control

Powertrain ALL WHEEL DRIVE

Vehicle Component Code 061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 18 Oct 2004, 07 Oct 2004, 29 July 2004

Failure Mileage 5000, 1400 miles

Failure Speed turning from a stop sign

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), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes No

Yes No

0

0

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 THE VEHICLE ON SEVERAL OCCASIONS THE VEHICLE TURNED OFF WHILE MAKING A TURN. THE CONSUMER STATED THAT THE DEALER HAS BEEN UNABLE TO DIAGNOSE THE PROBLEM. *JB I purchased car 6-29-04. On July 29th and July 30th 2004 while making a turn, my car shut off without warning and I ended up in the other lane. On Oct 7th and Oct 18th, 2004, my car shut off while making a left turn. I took the car to the dealer to be checked 3 times. E Town Dodge on Aug 2nd 04, and Oct 7th 04, and Ladel Hanford Dodge on Oct 19th. The first time

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

on 8-2-04 they told me they upgraded "flashed" the comp. I thought that fixed it, til Oct 1st, when it stalled for the 3rd time. I took it back to E-town again. They said they "flashed" the comp again. They said they realized they didnt flash it correct the first time because they were working with a new system. Dave Olson said he checked himself this time to make sure flash that. I got the car back Oct. 12th - On Oct. 18th, 2004, it stalled for the 4th time making a left turn this time. I was always told by E-town that they could not duplicate the problem and that since the check engine light never came on when it stalled that it didnt register any codes. After it stalling for the 4th time, I decided to take it to a local dealer to see what they said. They said the same thing. So the car stalled 4 times, but I only took it back to the dealer(s) 3 times because the first two times it stalled it was 2 days in a row on 7-29 and 7-30. I dropped it off one time for those 2 dates on 8-1-04 Sunday and picked it up 8-2-04 on Monday. 4th stall, I took it to Ladd Handford in Lebanon, Pa. on 10-19-04. On 10-25-04, Dave Olson from E-town Dodge called me and said on 10-26-04 I can come down and they will install some type of computer in my car so that when it stalls, I push a button and it will record some things, so after 4 stalls and 3 times at the dealer, I still do not have a fix for it. I am tired of worrying about an accident and ending up in the other lane again.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

10-25-04 - Dave Olson called me tonight from E-town Dodge. Wants me to bring my car down on 10-26-04 to hook up some kind of comp. so

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. 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

when car stalls again I can push a button and maybe record what's going in. Will be 4th time in to try to diagnose. I think they are guessing

computer-Copilot



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

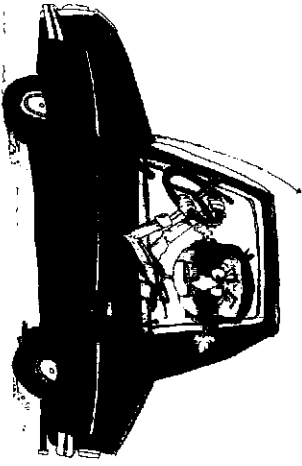
DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline (DASH) 2 DOT



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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).