



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

2004

FOR AGENCY USE ONLY 100192	
Date Received 12:36	Repository <input type="checkbox"/>
13-DEC-2004	Reference No. 10103607

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: EGG HARBOR TOWNSHIP State: NJ Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [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: 1B4HS2BZ0Y [REDACTED]
Make: DODGE Model: DURANGO Model Year: 2000

Date Purchased: 8/5/02 Dealer's Name and Telephone Number: Lenihan Jeep 856-983-3800
Original Owner: Dealer's City: State: Zip Code: V8
Engine: No. Cylinders: Fuel Type: Gas

Transmission Type: AUTOMATIC
 Antilock Brakes
 Cruise Control
Powertrain: 4 WHEEL DRIVE
Vehicle Component Code: 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 02-DEC-2004 Failure Mileage: 38000 Failure Speed: [REDACTED]

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: DOTMAL9ABC036): 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 INTO THE DRIVEWAY ABS BRAKE LIGHT AND THE EMERGENCY BRAKE LIGHT CAME ON. THERE WAS A LOUD NOISE THAT CAME FROM THE FRONT. THE WHEEL, HUB, AND BEARING CAME COMPLETELY OFF THE VEHICLE. CONSUMER HAD THE VEHICLE SERVICED. HOWEVER, THE SAME NOISE COULD STILL BE HEARD. ALSO, THERE WAS VIBRATION FROM THE FRONT OF THE VEHICLE WHEN DRIVING. *AK

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

Purchased vehicle on 8/5/02 from Lenihan Jeep RT 735 Marlton, N.J. 08053 856-983-3800 w. TH 24000 miles on car. After 2 yr + 4 months had to replace RT. Side wheel bearing. The rotor cracked had to replace rotor. ALSO had to purchase correct socket for hub + replace brakes pad was destroyed. I was not able to find brake pad receipt. Around \$20.00. After doing all the work my self to try + save money because most shops I called wanted \$500 - 700.00 to install each side. The vehicle is now vibrating again with only 4,000 miles on new hub + bearing. Vehicle now has 42,000 miles on it. This is my only transportation so I have not had the chance to pull it apart to see what the problem is. I did a visual check to see if anything I replaced had come loose nothing was visible at this time. Free vibration is just starting so on the jack I can't shake the wheel + feel it yet. The hub still seems tight. All 4 wheels are brand new around 11/25/02. Thank you for all your help.

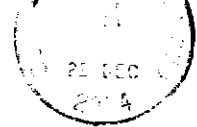
ATTACH ADDITIONAL SHEETS IF NECESSARY

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

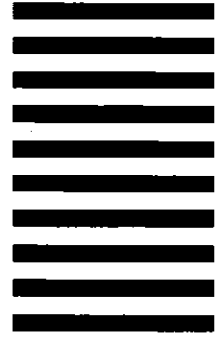


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

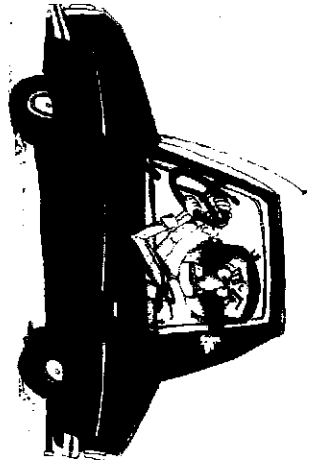
DASH2DOT

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).