



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 100145

Date Received

Repository

28-FEB-2005 14

Reference No.

10113155

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City ESTACADA State OR Zip Code [Redacted]

Daytime Telephone Number [Redacted]

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, do NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [Redacted] Date 3/27/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1D4HB58DX4F [Redacted]
Make DODGE Model DURANGO Model Year 2004

Date Purchased 7/4/04 Dealer's Name and Telephone Number Ron Tonkin Dodge
Original Owner Dealer's City Gladstone, OR State OR Zip Code 97027 Engine: 5.7L Hemi, No: Cylinders 8 Fuel Type: Gas

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 5 speed automatic
Vehicle Component Code 060000 ENGINE AND ENGINE COOLING
Multiple Failure: 1 failure occurred 3 times

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-FEB-2005 Failure Mileage 11000 Failure Speed ~5mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code [Redacted] Tire Failure Type [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 0 Number of Deaths 0 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 AT LOW SPEEDS ENGINE FAILED. AS A RESULT, THE STEERING AND BRAKES BECAME INOPERABLE. *AK
1st incident the car was towed to Ron Tonkin Dodge. Initially they said they could not find the problem. We expressed concern for safety they replaced the power steering pump.
2nd incident the car died going up our steep drive way. It was not reported to Dodge.
3rd incident the car died while I slowed to take a right hand turn. The vehicle ended up in the oncoming lane of traffic. No accident occurred fortunately. It was towed to dealer ship. They called later that day to pick the vehicle up. They stated it could not be fixed & was a problem with the Hemi engines. I called DaimlerChrysler - they said if the problem could not be repeated at the dealership, it did not exist. Expressing concern about safety we have not picked up the car. Service manager said there is a software fix but admitted there have been problem with Hemi engines.

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.

held up by EPA. Asked me to come get my vehicle. I told him I would not drive the car until fixed. It has been at the dealership since Feb 24th. We have heard nothing so far from the dealership.

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).