



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 100148

Date Received  
17-AUG-2005  
2005 SEP 27 11 3: 59

Repository   
Reference No.  
10133135

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City BRISTOL State CT Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]

E-mail Address

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 8/1/05

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1B4HS2 [REDACTED] Make DODGE Model DURANGO Model Year 2000  
Date Purchased 04-OCT-04 Dealer's Name and Telephone Number STEVEN PONTIAC/CAD INC 860-584-7445 Engine: No. Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City BRISTOL State CT Zip Code [REDACTED]  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT  
Multiple Failure: 2

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 17-AUG-2005 Failure Mileage 83050 Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make \_\_\_\_\_ Tire Model (Name or Number) \_\_\_\_\_ Tire Size (Example P215/65R16) \_\_\_\_\_  
DOT No. (Example: DOTM1BABC038)  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).

DT: THE CONTACTS BOUGHT A USED TRUCK 10 MONTHS AGO SHE HAD A LOT OF PROBLEMS WITH THE VEHICLE. ON 8-15-05 SHE HIT SOME SPEED BUMPS GOING OVER A BRIDGE AND SHE COULD NOT STEER THE VEHICLE. A MECHANIC TOLD HER THE LEFT LEAF SPRING BROKE. SHE BROUGHT IT BACK TO THE DEALER BECAUSE OF ELECTRICAL PROBLEMS, AND THE WHOLE FRONT END SQUEAKED. SHE WENT TO A DODGE DEALER, AND THEY TOLD HER THERE WAS A RECALL ON THE BALL JOINTS. SHE DID HAVE THE BALL JOINTS FIXED. \*AK

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 an administrative or 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)

MY ENGINE IS A 4.7L V-8 AND FOR 2000 DODGE DURANGO 5.9L ENGINE THERE HAS BEEN NUMEROUS RECALLS ON THAT TYPE OF ENGINE BUT EVERYTHING THAT GOT RECALLED ON A 5.9L ENGINE I HAVE HAD THE SAME PROBLEMS SUCH AS SUSPENSION - SHAKING / POPPING OR CLANKING, ANTI-THIEF SYSTEM IF TRIGGERED STAYS ON AND CANNOT BE SHUT OFF BY HAND, A/C FRONT FAN BUZZING / TICKING SOUND, MY DRIVER SIDE SEAT RATTLES / CLUCK IN UPRIGHT POSITION, ALSO POWER SEAT - CREAKING NOISE, FRONT A/C SOUNDS - DURING ACCELERATION, BATTERY ELECTRICAL - DEAD BATTERY 3 TIMES, ACCESSORY MALFUNCTION, REAR LEAF SPRINGS - SQUEAKING / CLICKING NOISE BAD, MY FRONT HEAD LIGHTS DIDN'T WORK I HAD THE BULBS REPLACE STILL DIDN'T WORK I TOOK IT TO HAMELIN & SONS IN BRISTOL TO BE FIXED IT TURNED OUT TO BE THE WIRING TO THE RIGHT HEAD LIGHT WAS PUNCTURED AND CORRODED IN THE HARNESS BEHIND THE DASH BOARD NOW AFTER I HAD THAT FIXED A WEEK LATER MY REVERSE LIGHTS ARE NOT WORKING I TOOK IT TO GET THE BULBS REPLACED STILL DON'T WORK THERE'S A SHORT IN THE WIRE



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

**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

**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Helpline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
[www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

**National Highway  
Traffic Safety Administration**

**I recently reported my troubles to you. As a result I have made several repairs to my vehicle. Alot I paid some odd mechanic to fix, because it would cost less. I am not able to afford all the necessary repairs for my vehicle.**

**I've had the brakes done, that were down to the metal. I never knew the brakes were bad. I purchased the Dodge Durango, October 4th, 2004 at Stephens Auto Mall Center on 1097 Farmington Ave in Bristol, CT. A few days later after I purchased the vehicle, I brought the Durango back complaining the brakes were making noise. I dropped the SUV off at Stephens Auto Mall Center to have the brakes looked at. Also the people at the garage were very rude to me. They told me that there was nothing wrong with the brakes. Because the brakes were metallic, they would make noise.**

**On 2/25/2005 I brought the SUV to Firestone for service and I was told I needed brakes, rotors, belt, and a belt tensioner. I did not get any work done that day because it was going to cost too much. So I had my father do the work on my brakes.**

**A few months later I started to hear a loud sound everytime I went over a small bump. The noise was comming from the rear end of my vehicle. I took the vehicle back to Firestone to have it looked at when I found out the noise was comming**

from my rear leaf spring. Firestone workers told me I have a crack in my leaf spring. Furthermore Firestone did not know where the crack was located.

Also I received an estimate for the leaf spring. It would cost around \$600.00 for one. But realistically I would have to change both leaf springs because there would be a great chance that one side would be higher than the other which would wear my tires down.

Furthermore, I spoke to Frank Presinoski, the gentleman who sold me the vehicle, about my two year extended warranty I bought for \$1896.00. To add to this, the warranty is a 3 star. I was never asked the date of purchase, what options I had, For example 3 star plus or 4 star. There for the warranty does not cover any of the problems I'm having with my vehicle so evidently it was useless for me.

Eventually I brought the truck back to Stephens Auto Mall Center and spoke to Frank Presinoski yet again, and told him I need to trade it for another vehicle because there is too many problems. He then told me to come back the next day and he would estimate my vehicle and tell me how much it was worth, and go from there.

The next day I proceeded to ask him why he was going to estimate my vehicle when Frank knew it was not worth what I paid for it. Furthermore Frank never told me how much my vehicle is worth after Stephens Auto Mall Center estimated it. Therefore I believe the vehicle is worth nothing because of the difficulties that have occurred with the vehicle.

At the same time, I was told my trade in was paid off and I purchased the Dodge Durango for \$10,900 but as I looked at the sales paper and I noticed Stephens Auto Mall over charged me. I ended up with a vehicle worth \$0 and a truck for \$16,900 plus taxes and other charges totaling out to be \$26,218.20 which I asked Frank about the charges and he was at a loss for words..

Eventually I was told to call the next day to further better my services and see if I could get a different vehicle. I called and left a message on Frank Presinoski's work phone and asked him to call me back. Days went by, I still never received a phone call from Mr. Presinoski.

If you have any questions regarding this matter feel free to reach me at [REDACTED]

Sincerely,  
[REDACTED]

1887

25-004-01 MAY 01	Evaporative System - Leak & ETC Diagnostic
23-006-01 APR 01	Driver Armrest/Console - Binds/Sticks
18-001-01 JAN 01	Engine Performance - Enhancements
23-047-00 JAN 01	One Touch Window - Intermittent Operation
08-006-00A DEC 00	Wiring - Revised Splicing Procedure
23-008-00B NOV 00	Child Seat - Tether Anchor Part Numbers & Labor Time
23-040-00 OCT 00	Rear Door Lock(s) - Not Operating Properly
13-001-00B OCT 99	Suspension - Squeaking/Clunking or Clumping
13-002-00 OCT 00	Transmission/Shift Knob/Service Pedals
21-11-00 OCT 00	MIL ON - TCC/SP Solenoid Performance
08-26-00 SEP 00	Central Timer Module - Lock Up
03-08-00 SEP 00	Differential Cover - Updated Sealant & Fluid
08-24-00 SEP 00	Anti-lock System - Warning Diagnostics
24-06-00 AUG 00	A/C - Rear Compressor/Clicking Sound
23-31-00 AUG 00	Seat - Rattle/Clicking Noise in Position
03-08-00 AUG 00	Front Axle - Rattle/Clicking Noise During Acceleration
23-27-00 JUL 00	Power Seat - Clicking Noise
02-02-00A JUL 00	Suspension - Driving Prone/Vibration
14-05-00 JUN 00	Fuel - Requirements
26-04-00D APR 01	Engine/Electrical - Torque Spec Schematic Updates
08-10-00 MAR 00	Battery/Electrical - Dead Battery, Accessory Malfunction
08-11-00 MAR 00	CD Player - CD Compatibility
08-08-00 MAR 00	Keyless Entry Transmitter - Intermittently Inoperative
02-05-00 MAR 00	Rear Leaf Springs - Squeaking/Clicking Noise
03-02-00 MAR 00	Differential - Fluid Discoloration/Exhaustion
21-01-00 FEB 00	A/T - Harsh Reverse Gear Engagement
18-01-00 FEB 00	EVAP System - Leak Detection Pump Malfunction
23-03-00 FEB 00	Vehicle Identification Number Plate - Relocated
26-02-00A FEB 00	Engine Controls/Electrical - Wiring Schematic Revisions
02-18-99A DEC 99	Front Hub - Squeaking/Clicking Noise/Vibration
24-20-99A DEC 99	A/C Bl Level, Noise - Unbalanced Vent Air Flow
02-06-99A DEC 99	Front Hub Seals - Grease Purge Exploding
08-39-99 DEC 99	PCM - Loss of Communications With Scan Tool
09-09-99 DEC 99	Engine - Light Ticking Noise
26-12-99E DEC 99	Engine - Service Procedures Revisions
21-20-99 NOV 99	A/T - 45RE Shift Quality/Durability Improvements
25-02-99 NOV 99	Catalyst Monitor Does Not Illuminate MIL/Set Fault Code
24-26-99 NOV 99	Blower Relay - Buzzing When Ignition is Turned OFF
21-21-99 NOV 99	Transfer Case - Loss of Gear Range
23-52-99 NOV 99	Window - Squeak Noise When Rolled Down
23-43-99 NOV 99	Door Window Glass Outer Belt - Sealing Lip Rolls Over
23-47-99 NOV 99	Front/Rear Door Sill Weatherstrip - Loose/Missing
24-22-99 OCT 99	Sanden A/C Compressor - Special Tools

NEW BRITAIN

HARTFORD

CT. [REDACTED] UNITED STATES

HOME PH: [REDACTED]

LAST SERV MILEAGE: 083050

1B4HS2 [REDACTED] CT 476RRE

LAST SERV:01/11/05

00 DODGE DURANGO 4WD 4DR SPTUTY BLUE

IN-SERV DATE:06/16/00

SRVC \$ CUS: WAR: 160 POL:

-----  
RO W54903 Y 01/11/05 ODOM= 83050 ADV=365 PTS=41.72 POL=.00 TOT=160.60

WAIT WANTS TO WAIT TOLD CUST 3HR CLIENT=289001 INV=01/11/05

LN 40 PAY TYPE W TECH1-126 1.60 OPR-CODE 02D47182

LIT8 .

PERFORM RECALL D47 INSTALL UPPER BALLJOINT PACKAGE LOP 02D47182 (1.6)

RECALL

PERFORMED RECALL D47/ REPLACED UPPER BALLJOINTS AND RESET TOE/

END OF DATA

11<sup>th</sup> 8:00

20261302  
00003115/9/03/047

# DAIMLERCHRYSLER

*Back to  
for Safety!*

[Redacted]  
BRISTOL, CT

00003115

## SAFETY RECALL - UPPER BALL JOINTS

Dear [Redacted]

This is to inform you of a safety issue concerning 2000 through early-2003 model year Dodge Durango 4x4 vehicles and Dodge Dakota 4x4 pick-up trucks. Excessive wear of the upper ball joint may cause the front wheel to separate from the vehicle and result in a loss of control.

**The problem is...** Water may enter into the front suspension upper ball joints on your vehicle (VIN: 1B4HS2[Redacted]), and cause corrosion and premature wear. A seriously worn ball joint may cause a "clunking" noise to develop in the front suspension. However, vehicle occupants may not always hear this "clunking" noise. Losing control of the vehicle could result in a crash.

**What your dealer will do...** DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both front suspension upper ball joints. The work will take about two hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

**What you must do to ensure your safety...** Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Remember to bring this letter with you to your dealer.

**If you need help...** If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN [Redacted] and notification code [Redacted] on the postcard.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this condition without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations  
DaimlerChrysler Corporation  
Notification Code D47

*Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.*

## VIP Summary Report

Dealer: 65023 - CROWLEY CHRY-JEEP-DODGE INC

Date: July 28, 2005 Time: 15:45:38

VIN: 1B4HS

Odometer: 90,000 Miles

Currency: USD

### Vehicle Information

Year/Model: 2000 DODGE DURANGO 4X4 SPORT UTILITY 4-DR			
In Service Date: June 16, 2000	Warranty Coverage Code: 338		
Body Style: DN5L74	Build Date: April 14, 2000	Hour: 08	
Book: R	Capline: D		
Color 1: PEA - Chili Pepper Red Pearl Coat	Color 2: QEA - Chili Pepper Red		
Engine: EVA - 4.7L V8 MPI Engine	Transmission: DG4 - Multi-Speed Auto 4SPFE Transmission		
Sale Type: L - BROKER	Last Odometer: 83,060 Miles on January 11, 2005		

**Warning Message - No Warning Messages Available**

**Vehicle Restriction - No Vehicle Restriction**

### Owner Information

Name:	[REDACTED]			Preferred Name:	
Address:	[REDACTED]				
City: BRISTOL	State/Province: CT	Postal Code: [REDACTED]			
Country: USA	Language Preference: English				
Telephone-Home:	Fac:	Business:			
Original Owner:	[REDACTED]				

### Warranty Coverage Summary

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC:	36 Month or 36,000 Miles	0	June 16, 2003	Expired (Time)
POWERTRAIN:	36 Month or 36,000 Miles	0	June 16, 2003	Expired (Time)
PERFORATION:	60 Month or 100,000 Miles	0	June 16, 2005	Expired (Time)
EMISSIONS:	36 Month or 36,000 Miles	0	June 16, 2003	Expired (Time)
ADJUSTMENT:	36 Month or 36,000 Miles	0	June 16, 2003	Expired (Time)
AIR CONDITIONING:	36 Month or 36,000 Miles	0	June 16, 2003	Expired (Time)
EXTENDED FEDERAL EMISSIONS:	88 Month or 80,000 Miles	0	Basic Coverage	Refer to specific LOP(s)

1: THIS VEHICLE IS COVERED BY STATE LAW.

2: REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

In Service Odometer: 5 Miles	Roadside Assistance: Yes	Towing Assistance: N/A
Master Shield: N/A	Transferable-Service Contract: No	Transferable-Powertrain Warranty: No

### Recall Information

Incomplete Recall - No Incomplete Recall Information Available

Complete Recall

Recall Number	Description	Launch Date	Repair Date
D47	UPPER BALL JOINTS	December 14, 2004	January 11, 2005

### Service History (24 Month)

1: ACCESS TO DAIMLERCHRYSLER'S WARRANTY HISTORY IS TO ASSIST WITH VEHICLE REPAIR DIAGNOSIS AND IMPROVE CUSTOMER SATISFACTION. UNAUTHORIZED ACCESS, USE, OR DISCLOSURE OF INFORMATION IS

## VIP Summary Report

Dealer: 65023 - CROWLEY CHRY-JEEP-DODGE INC

Date: July 26, 2005 Time: 15:45:36

VIN: 1B4HS2

Odometer: 90,000 Miles

Currency: USD

**PROHIBITED AND IS SUBJECT TO CIVIL AND/OR CRIMINAL PROSECUTION**

Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type
January 11, 2005	- CROWLEY CHRY-JEEP-DODGE INC - Safety Recall D47 Ball Joint		89,050 Miles	2005012	RECALL REPAIR

**Service Contract(s) - No Service Contracts Available**

**Current Vehicle Transfer Information**

Warranty Coverage Code	Model Year	Basic Coverage	Powertrain	Deductible	Rust Protection
336	1995-98	336	336	0	7/100
336	1997-02	336	336	0	6/100
336	2000-	336	336	0	6/100

WARRANTY COVERAGE GOES WITH THE VEHICLE. INFORM DAIMLER-CHRYSLER OF ANY SUBSEQUENT OWNER'S NAME AND ADDRESS CHANGES USING THE SALES TAB IN DEALERCONNECT.

**Selling Dealer Information**

Name: 44540 - HUNTINGTON DODGE	Telephone: (531)422-6444
City: COMMACK	State/Province: NY

**Open CAIR Summary - No Open CAIR Information Available**

**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).**