



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

2006 MAY -2 AM 8:38  
18-APR-2006

Repository

Reference No.  
10155578

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City BALLSTON LAKE State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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 [REDACTED] Date 5/2/06

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1D4HB48D [REDACTED] Make DODGE Model DURANGO Model Year 2004  
Date Purchased 24-NOV-04 Dealer's Name and Telephone Number CLIFTON PARK DODGE WORLD 518-383-2277 Engine: No: Cylinders 8 Fuel Type: Gas  
Original Owner  Dealer's City CLIFTON PARK State NY Zip Code [REDACTED]  
Transmission Type  Antilock Brakes Powertrain 4 WHEEL DRIVE Vehicle Component Code 060000 ENGINE AND ENGINE COOLING  
AUTOMATIC  Cruise Control Multiple Failure: 1

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

Incident Date(s) 18-APR-2006 Failure Mileage 30000 Failure Speed 40

**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: DOTM4LBAC035)  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 [REDACTED] Number of Deaths [REDACTED] Reported to Police [REDACTED]

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(s),  
i.e., parts repaired or replaced (and if old part is available).

DT\*: THE CONTACT STATED WHILE DRIVING 40MPH OR LESS, THE ENGINE STALLED AND LOST ALL POWER WITHOUT WARNING. AFTERWARDS, THE VEHICLE WAS EASILY RESTARTED. THE VEHICLE WAS TAKEN TO A DEALER FOR INSPECTION. THE DEALER PERFORMED A DIAGNOSTIC TEST THAT PRODUCED NO FAILURES CODES. THE SERVICE DEPARTMENT WAS UNABLE TO DUPLICATE THE PROBLEM.

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 responses 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 responses, 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 04 Dodge Durango has shut off while driving a total of 8 times in  
No months and has been at the Service Dept of Chrysler Dodge/Jeep 4 times  
and nothing has been replaced or repaired and it continues to occur, making this  
vehicle unsafe for myself + children to be driving in.*

*12-30-04 2800 miles, shut off 2x's - in for service - 1-3-05 3055 miles - nothing done*

*2-1-05 4500 miles, shut off 4x's - in for service - 2-2-05 4571 miles - no codes*

*8-25-05 16,684 miles, shut off 1x - in for service - 8-30-05 17,076 miles - no codes*

*3-28-06 29,729 miles, shut off 1x - in for service - 4-3-06 30,019 miles - no codes*

*\* Always told if it happens again, to bring it right in, but each time it happens, they refuse to look  
at it right away.*

ATTACH ADDITIONAL SHEETS IF NECESSARY

*Nothing  
repaired  
or  
replaced*

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 73179 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-210  
400 7th Street, SW  
Washington, DC 20590



**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).**

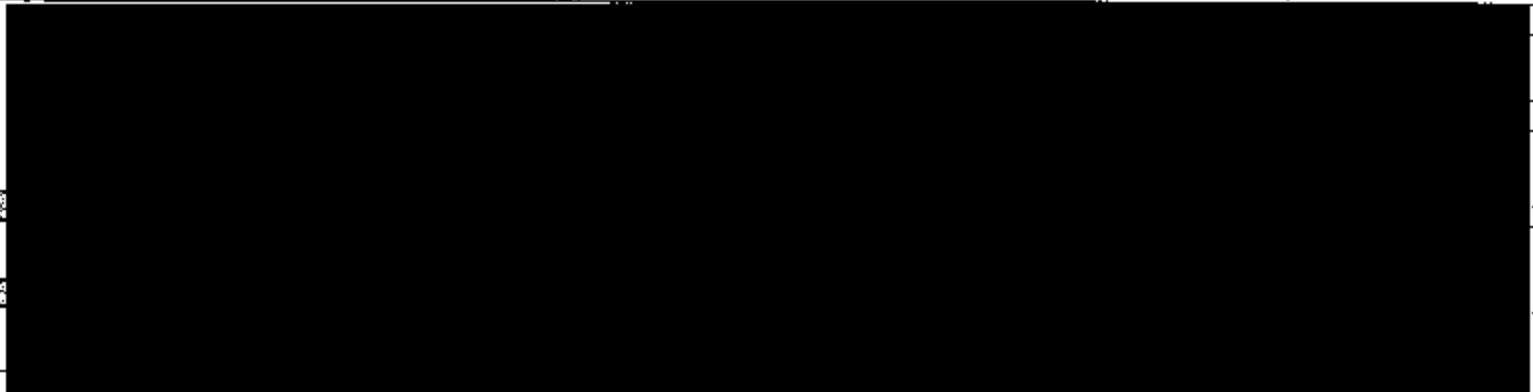
CLIFTON PARK DODGE WORLD

1780 ROUTE 9 BOX 989

CLIFTON PARK, NEW YORK, 12065

TELEPHONE: (518) 383-CARS

MOTOR VEHICLE REPAIR SHOP #7058985



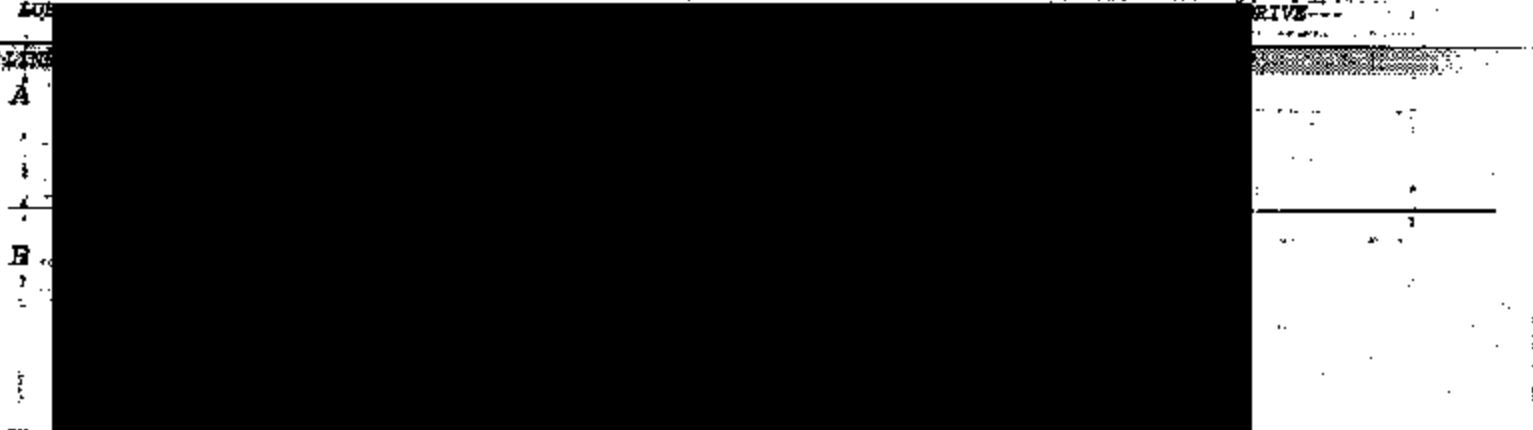
THANK YOU FOR YOUR BUSINESS.

LUBE OIL AND FILTER \$22.00 / DIESEL AND V-10 HIGHER.

ANY QUESTIONS FEEL FREE TO CALL STEVE OR MARK.

THE MAGNUM IS HERE! IT RIDES BETTER THAN IT LOOKS!

DRIVE---



TOTAL-AMOUNT

NoCharge

*They never put anything on work order sheet, was told by Mark, Service Dept, If it happens again to bring it back*

*\*Note line B next page, 2<sup>nd</sup> Occurrence, work order sheet - invoice # 56961*

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNATURE) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)