



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 **4 PM 2:14 27-NOV-2007** Repository

Reference No. 10210115

OWNER INFORMATION (Type or Print)

Name [Redacted]
 Address [Redacted]
 City GRANT PASS State OR 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 / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1D4HB58D24F [Redacted]		Make DODGE	Model DURANGO	Model Year 2004
Date Purchased 01-SEP-04	Dealer's Name and Telephone Number LITHIA DODGE 541-474-7073		Engine: No: Cylinders 8	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City GRANTS PASS	State OR	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain ALL WHEEL DRIVE	Vehicle Component Code 060000 ENGINE AND ENGINE COOLING	
Multiple Failure: 12				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 27-NOV-2007	Failure Mileage 10000	Failure Speed 30	
---------------------------------	--------------------------	---------------------	--

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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
--	---	--------------------------------	-----------------------	-------------------------

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).

TL*THE CONTACT OWNS A 2004 DODGE DURANGO. WHEN SLOWING DOWN FROM 30 MPH TO MAKE A TURN OR ATTEMPTING TO ACCELERATE AFTERWARDS, THE VEHICLE STALLS. THE DEALER STATED THAT THE COMPUTER ACCELERATION AND IDLE CHIP NEEDED TO BE REPROGRAMMED. THE VEHICLE WAS TAKEN SEVERAL TIMES TO HAVE THE IDLE AND ACCELERATION CHIP REPROGRAMMED AND THE FAILURE WAS NOT PERMANENTLY CORRECTED. THE VEHICLE WILL BE TAKEN AGAIN FOR A NEW DIAGNOSIS. THE MANUFACTURER WAS NOTIFIED AND ISSUED A REFERENCE NUMBER. THE CURRENT MILEAGE WAS 50,161 AND FAILURE MILEAGE WAS 10,000.

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.