



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

Repository []

15-JAN-2008

Reference No.

10214918

2008 FEB 14 AM 7:41

OWNER INFORMATION (Type or Print)

Name [redacted]
Address [redacted]
City DOWNERS GROVE State IL 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? [X] YES [] NO
In the absence of an address to the vehicle manufacturer.
Signature of Owner [redacted] Date 01/22/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1D4HB48D94F [redacted]
Make DODGE Model DURANGO Model Year 2004

Date Purchased 15-JAN-05

Dealer's Name and Telephone Number NAPLETON DODGE

Engine: No. Cylinders 8

Fuel Type: Gas

Original Owner [X]

Dealer's City OAKLAWN

State IL

Zip Code

Transmission Type AUTOMATIC

[X] Antilock Brakes [X] Cruise Control

Powertrain 4 WHEEL DRIVE

Vehicle Component Code 060000 ENGINE AND ENGINE COOLING

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-AUG-2005 Failure Mileage 20000 Failure Speed 15

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [redacted] Tire Model (Name or Number) [redacted] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) [redacted] [] Original Equipment [] Prior Repair Failure Location:
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 [X] No Fire [] Yes [X] 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. WHILE DRIVING APPROXIMATELY 15 MPH AND MAKING A RIGHT TURN, THE VEHICLE COMPLETELY SHUT OFF AND HAD TO BE RESTARTED. THE VEHICLE HAS NOT BEEN TAKEN TO A DEALER FOR INSPECTION. THE CURRENT MILEAGE WAS 43,000 AND FAILURE MILEAGE WAS 20,000.

(TECH SERVICE BULLETINS)

MULTIPLE TSIB'S - DEALER REFUSES TO LOOK AT CAR TRUCK WITHOUT CHARGING \$100+ A HOUR. 2004-2005 DURANGO'S MANY REPORTS TO YOU ALREADY FOR SAME PROBLEM. FAILS W/O NOTICE AND CANNOT STEER OR BRAKE TRUCK, JUST MISSED MAJOR ACCIDENTS ON 2 OF 3 FAILURES PLEASE HELP!!!

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 administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.