



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 <input type="checkbox"/>
30-JUL-2008	Reference No. 10236379

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City VACAVILLE	State CA	Zip Code

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 7/1/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1D4HB48N44F	Make DODGE	Model DURANGO	Model Year 2001 2004
Date Purchased 5/19/2007	Dealer's Name and Telephone Number Swift Dodge - 530 757 3770		Engine: No: Cylinders 8 ?
Original Owner <input type="checkbox"/>	Dealer's City Davis	State CA	Zip Code 95616
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Fuel Type: gas
		Vehicle Component Code 063000 ENGINE AND ENGINE COOLING:EXHAUST SYSTEM	Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 16-JUN-2008	Failure Mileage 63732	Failure Speed 0
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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: DOTM9ABC036)	<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
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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 2001 DODGE DURANGO. THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR A ROUTINE OIL CHANGE. UPON INSPECTION, SHE WAS INFORMED THAT THE BOLT IN THE EXHAUST SYSTEM FAILED AND MADE A VERY LOUD NOISE. SEVERAL DAYS LATER, SHE TOOK THE VEHICLE TO ANOTHER DEALER AND WAS INFORMED THAT BOTH OF THE BOLTS IN THE EXHAUST MANIFOLD FAILED. THE REPAIR WOULD COST \$1,100. THE VEHICLE HAS NOT BEEN REPAIRED. THE MANUFACTURER WOULD NOT ASSIST. THE FAILURE AND CURRENT MILEAGES WERE 63,732.

The car was making a loud noise when we took it to the dealer for an oil change. It sounded like it had "glass packs". The dealer told me nothing about the cause of the noise, instead they gave me an estimate for a Battery Service \$30 and a transmission inspection \$190 and replace a cracked front passenger window \$505.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

we then took the car to another mechanic and they discovered both bolts in the exhaust manifold have broken off. we tried to find out the dimensions of the bolts from the Dodge dealer in Vancouver and spoke directly with factory - all I got was the run around from factory and told by Matt the head mechanic in Vancouver that I did not know what I wanted.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

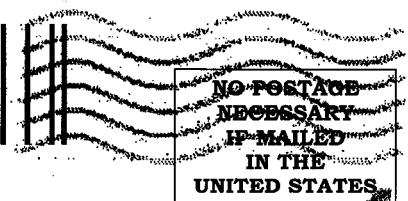
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

SACRAMENTO CA 95

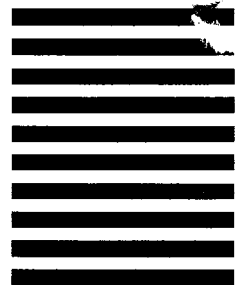
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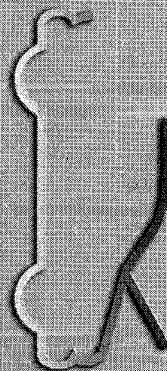
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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