



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

12-SEP-2008

Repository ☐

Reference No.
10242009

OWNER INFORMATION (Type or Print)

Name

Address

City

WENATCHEE

State WA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of a signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 9/14/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1B4HS28N3

Make

DODGE

Model

DURANGO

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
06-AUG-2006

Failure Mileage
58000

Failure Speed
0

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)

☐ 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

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 2001 DODGE DURANGO. THE CONTACT WAS ABLE TO SHIFT GEARS WITHOUT APPLYING PRESSURE TO THE BRAKE PEDAL. SIX MONTHS AGO, HE RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 07V555000 (POWER TRAIN: AUTOMATIC TRANSMISSION: LEVER AND LINKAGE: COLUMN SHIFT) AND HAD THE VEHICLE REPAIRED FOR FREE BY THE DEALER. IMMEDIATELY AFTER THE REPAIR, THE FAILURE RECURRED. THE MANUFACTURER AND THE MECHANIC STATED THAT THE CONTACT WOULD HAVE TO PAY FOR ANY FURTHER REPAIRS. THE CURRENT MILEAGE WAS 102,000 AND FAILURE MILEAGE WAS 58,000.

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 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.

CUSTOMER #

66561



AMERICA'S CAR & TRUCK STORE

LITHIA CHRYSLER DODGE OF WENATCHEE #161

722 NORTH MISSION ST.



WENATCHEE, WA 98801



PHONE (509) 662-1577

FAX (509) 663-1121

INVOICE

PAGE 1

SERVICE ADVISOR: 90847 PENNY SCOTT-ROJO

WENATCHEE, WA

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

BUS: 0111

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	01	DODGE DURANGO	1B4HS28N3		102697/102697		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
24FEB01 IS			20:00 12SEP08		0.00	CASH	12SEP08
R.O. OPENED		READY	OPTIONS: ENG:4.7 Liter MPI				

08:05 12SEP08 09:48 12SEP08

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

B CUSTOMER STATES TO HAVE ALARM DISCONNECTED

EL ELECTRICAL

91655 CDR 17.55 17.55
 PARTS: 0.00 LABOR: 17.55 OTHER: 0.00 TOTAL LINE B: 17.55

C GEAR SHIFT LEVER BLOCKER

CAUSE: F

19G28182 REPLACE GEAR SHIFT LEVER BLOCKER

86357 WD4

1 CBXSG280 BRACKET-GEARSHIFT

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

102697 RECALL G28 PERFORMED RECALL G28. 19-G2-81-82-0.6.

EST: 90.00 12SEP08 08:05 SA: 90847

YOU MAY RECEIVE A SATISFACTION SURVEY BY
 MAIL OR PHONE. IF YOU'RE UNABLE TO ANSWER
 COMPLETELY SATISFIED TO ALL THE QUESTIONS
 PLEASE CONTACT OUR SERVICE MANAGER BLAKE
 BAGLEY. YOUR SATISFACTION IS OUR #1 GOAL!
 THANK YOU FOR COMING TO LITHIA CHRYSLER DODGE
 OF WENATCHEE!!

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seg. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

ON BEHALF OF SERVING DEALER, I
 HEREBY CERTIFY THAT THE INFORMATION
 CONTAINED HEREON IS ACCURATE UNLESS
 OTHERWISE SHOWN. 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
 SERVING DEALER FOR INSPECTION BY
 MANUFACTURER'S REPRESENTATIVE.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	17.55
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.31
TOTAL CHARGES	18.86
LESS INS/DED/DIS	0.00
SALES TAX	1.40
PLEASE PAY THIS AMOUNT	20.26

CUSTOMER COPY