



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
SEP 20 2011

Repository ☐

23-AUG-2011

Reference No.
10421235

OWNER INFORMATION (Type or Print)

Name

Address

City SUN CITY WEST

State AZ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1B4HS28Z71F

Make
DODGE

Model
DURANGO

Model Year
2001

Date Purchased
9-22-00

Dealer's Name and Telephone Number
TOWN & COUNTRY DODGE 503-454-2500

Engine:
No: Cylinders
5.9 Liter

Fuel Type:
UNLEADED

Original Owner
☒

Dealer's City
WILSONVILLE

State
OR Zip Code
97070

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)
25-JUL-2011

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

HORN
CRUISE CONTROL

Failure Mileage
66000

Failure Speed
40

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

Number of Deaths

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 DRIVING 40 MPH WITH THE CRUISE CONTROL ACTIVATED WHEN THE AIR BAG WARNING LAMP ILLUMINATED, THE HORN BECAME INOPERABLE AND THE CRUISE CONTROL WOULD NOT DEACTIVATE. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE CLOCK SPRING WOULD NEED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 66,000 AND THE CURRENT MILEAGE WAS 66,500.

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.

Toll-Free (800) 541-3088
www.dickhannah.com

Vancouver, WA 98602
(360) 256-5000
(503) 252-4868

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Portland, OR 97210
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Portland, OR 97210
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DICK SAYS YES-VANCOUVER
1200 95th Street
Vancouver, WA 98665
(360) 574-4424
(360) 574-4427

DICK HANNAH HYUNDAI
OF PORTLAND
12345 East Burnside
Portland, OR 97233
(503) 256-3700

DICK HANNAH VW
OF PORTLAND
12345 East Burnside
Portland, OR 97233
(503) 548-9600

CELL: [REDACTED]

CUSTOMER NO. 522539	ADVISOR JUSTIN CHAPMAN	TAG NO. 597	INVOICE DATE 08/16/11	INVOICE NO. DOCS701262
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 66,011	COLOR
SUN CITY WEST, AZ	YEAR / MAKE / MODEL 01/DODGE/DURANGO/4DR 4WD			DELIVERY DATE
	VEHICLE I.D. NO. 1 B 4 H S 2 8 Z 7 1 F			SELLING DEALER NO.
	F.T.E. NO.			R.O. DATE 08/16/11
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
MO: 66011				

LABOR & PARTS
JOB # 1 89CHC1 CONCERN #1 TECH(S):3333 SBXX 200.00

C/S: AIR BAG LIGHT IS ON
CONFIRMED COMPLAINT. FOUND FAILED CLOCK SPRING AND RECOMMEND
REPLACE. OTHER CONCERNS MAY ALSO BE RELATED
REPLACED CLOCK SPRING. ALL AIRBAG OPERATION OK AT THIS TIME.
HORN AND CRUISE CONTROL OK AT THIS TIME AS WELL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	56045403-AG	CLKSPRING 8015001	199.00
JOB # 1 TOTAL PARTS				199.00
JOB # 1 TOTAL LABOR & PARTS				399.00

JOB # 2 89CHC2 CONCERN #2 TECH(S):SBXX 0.00
C/S: HORN IS NOT WORKING
HORN OPERATION OK AT THIS TIME AFTER REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

JOB # 3 89CHC3 CONCERN #3 TECH(S):SBXX 0.00
C/S: CRUISE CONTROL ISNT WORKING
CRUISE CONTROL OPERATION NOW OK AT THI STIME AFTER REPAIR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

JOB # 4 33CHZ17 LUBE,OIL & FILTER TECH(S):3333 SBXX 13.84
LUBE, OIL AND FILTER SERVICE.
ALACART.
DRAINED ENGINE OIL. REPLACED OIL FILTER USING MOPAR OEM
FILTER. FILLED OIL TO PROPER LEVEL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	5281090	FILTER EN 9057006	6.95
JOB # 4 TOTAL PARTS				6.95
JOB # 4 TOTAL LABOR & PARTS				20.79

JOB # 5+89CHZ MPI WORLD CLASS INSP TECH(S):SBXX 0.00
PERFORM MPI WORLD CLASS INSPECTION
COMPLETED MPI VEHICLE INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5 TOTAL PARTS				0.00
JOB # 5 TOTAL LABOR & PARTS				0.00

G.O.G. & SUPPLIES
JOB # 4 1.0 ENGINE OIL @ 15.000 /UNIT 15.00

PAID

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CUSTOMER NO. 522539	ADVISOR JUSTIN CHAPMAN	597	TAG NO. 7949	INVOICE DATE 08/16/11	INVOICE NO. DOCS701262
	LABOR RATE	LICENSE NO.	MILEAGE 66,011	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 01/DODGE/DURANGO/4DR 4WD			DELIVERY DATE	DELIVERY MILES
SUN CITY WEST, AZ	VEHICLE I.D. NO. 1 B 4 H S 2 8 Z 7 1 F			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			P.O. NO.	R.O. DATE 08/16/11
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 66011

TOTAL - GOG		15.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
JOB # A	1 ENVIRONMENTAL/SHOP SUPPLIES	
TOTAL - MISC		13.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$240.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$450.00 (+TAX) ON 08/16/11 AT 04:09pm
BY KATIE COMMENTS
CALL CENTER CREATED 2011-08-09 09:58:00AM TAKEN BY ASHL
EY DUPUY

TOTALS-----

THANK YOU FOR CHOOSING DICK HANNAH CHRYSLER / JEEP FOR YOUR VEHICLE'S SERVICE AND REPAIR NEEDS!	TOTAL LABOR....	213.84
	TOTAL PARTS....	205.95
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	15.00
	TOTAL MISC CHG.	13.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	36.72
TOTAL INVOICE \$		484.51

YOUR REPAIR VISIT TODAY MAY PROMPT CHRYSLER TO SEND YOU A
SURVEY REGARDING YOUR SERVICE EXPERIENCE TODAY. IF FOR
ANY REASON YOU CAN NOT ANSWER ALL QUESTIONS AS "STRONGLY
AGREE" OR "VERY SATISFIED" PLEASE CONTACT YOUR SERVICE
MANAGER IMMEDIATELY SO THAT WE MAY BETTER SERVE YOU.
YOUR SATISFACTION IS OUR NUMBER ONE GOAL!
ANY REPAIRS ON MY VEHICLE TODAY WERE EXPLAINED TO ME.
YES..... NO.....
www.dickhannah.com

CUSTOMER SIGNATURE