


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Issues 1-888-DASH-2-DO (1-888-327-4211) INTERNET: www.nhtsa.dot.gov/home		Date Received: APR 24 2013	Repository <input type="checkbox"/>
		28-FEB-2013	Reference No. 10500736		
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
MORRISTOWN		TN			
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		Make	Model	Model Year	
1D4HB48D64F		DODGE	DURANGO	2004	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
4/10/09	Karr Motor Company		No: Cylinders	GAS	
Original Owner	Dealer's City	State	Zip Code		
<input type="checkbox"/>	JEFFERSON CITY	TN	37760	8	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTO	<input type="checkbox"/> Cruise Control	S.T.Hem I		27-FEB-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)			Failure Mileage	Failure Speed	
Engine Throw Rod out of side of Engine			127000	STARTUP	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
Good year					
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	<input type="checkbox"/> Prior Repair	Failure Location: none		
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:	None			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash	Fire	Number of Persons Injured:	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
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. THE CONTACT STATED THAT WHEN STARTING THE VEHICLE THERE WAS A LOUD KNOCKING SOUND AND A ROD BLEW OUT OF THE RIGHT SIDE OF THE ENGINE. THE CONTACT SPOKE WITH THE MANUFACTURER AND WAS TOLD THERE WAS NO ASSISTANCE FOR THE REPAIR BECAUSE THE ENGINE WAS OUT OF WARRANTY. THE FAILURE MILEAGE AND CURRENT MILEAGES WERE 127,000.					
Not Repaired AT This Time					
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.					

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

Went to start car & had a knocking sound shut
OFF & oil was coming out of Right side of Engine
& a hole in block. Checked on the internet
& put in Blower at Home I was shocked to see
ALL the problems I have been a Chevy tech for 30 years
& got told a help job. When my be water was getting
into cylinder & blowing panel. Also car had
SAT for 2 days in the rain before I started
IT. Thanks

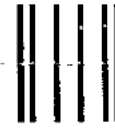
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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 Avenue SE.
Washington, D.C. 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**





WPA

WARRANTY PLANNING & ADMINISTRATION

TO: Dealer Principal, Service Mgr, Parts Mgr, and Claims Admin Mgr. SUBJECT: 2003, 2004, 2005 Dodge Durango (HB) and Dodge Ram (DR) 5.7L ENGINE LONG BLOCK REPAIR / REPLACE PROCEDURES ***** REVISION *****	NO: D-04-22 DATE: OCTOBER, 2004
	For: X Dealers Business Center

 *** REVISION ***

 *** This revision reflects a correction to 'DR' Optional Equipment Labor Operation as follows: ***
 *** 09-01-70-61 - Two piece Propeller Shaft Equipped = 0.2 Hours ***

PURPOSE:

To advise dealers of a change in engine repair procedures for catastrophic engine failures on all 2003, 2004 and 2005 Dodge Durango and Dodge Ram vehicles equipped with the 5.7L engine.

TIMING:

Effective Immediately

ACTION:

In the event of a *catastrophic engine failure* or *overheat* condition a new Long Block engine replacement program has been established and should be used instead of a short engine or complete engine replacement for all 5.7L engine applications as follows:

- 2004 and 2005 Model Year Dodge Durango (HB) vehicles
- 2003, 2004 and 2005 Model Year Ram Truck (DR) vehicles

Long Blocks ordered will be billed to your dealership and are eligible for normal parts mark up.

ADDITIONAL INFORMATION:

Labor Operation and time allowances for the 5.7L Long Block replacement engine are as follows:

HB - 09-01-70-23 2004 / 2005	= 6.2 Hours
Optional Equipment:	
09-01-70-62 - 4x4 Equipped	= 0.8 Hours
DR - 09-01-70-23 2003 / 2004 / 2005	= 5.9 Hours
Optional Equipment:	
09-01-70-61 - Two Piece Propeller Shaft Equipped	= 0.2 Hours
09-01-70-62 - 4x4 Equip	= 0.8 Hours
09-01-70-64 - Manual Transmission Equipped	= 0.3 Hours

Please note: Long Block replacements should only be considered when a catastrophic engine failure has occurred. Short Block engine replacements should still be considered but only where applicable. Remember to always use the 70% Repair vs. Replace guidelines outlined on page ARG 25 of the Global Warranty Administration (GWA) manual.

Please ensure that all affected dealership personnel are aware of this bulletin.

WARRANTY PLANNING & ADMINISTRATION