

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: [REDACTED] 2004 Durango
Date: Wednesday, January 29, 2020 10:13:08 AM
Attachments: [REDACTED]

Questionnaire

From: [REDACTED]
Sent: Tuesday, January 28, 2020 7:54 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: [REDACTED] 2004 Durango

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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"/>
16-DEC-2019	Reference No. 11289312

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City REEDS SPRING	State MO	Zip Code

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 1D8HB58D44F	Make DODGE	Model DURANGO	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number TRI LAKES FORD (417) 334-7543	Engine: No: Cylinders 8	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City BRANSON	State MO	Zip Code 65616
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Multiple Failure: 1
			Incident Date(s) 11-DEC-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 BRAKES (PWS), 140000 AIR BAGS	Failure Mileage 250000	Failure Speed
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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: DOTMAL9ABC036)	<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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 3	Number of Deaths	Reported to Police Y
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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 OWNED A 2004 DODGE DURANGO. THE CONTACT CRASHED INTO ANOTHER VEHICLE AND NONE OF THE AIR BAGS DEPLOYED. THE VEHICLE WAS GOING DOWN A GRAVEL ROAD AND THE BRAKES MALFUNCTIONED. AS A RESULT, THE CONTACT'S VEHICLE DID NOT STOP AND T-BONED THE OTHER VEHICLE. THE ENTIRE FRONT END OF THE CONTACT'S VEHICLE WAS DAMAGED. THE VEHICLE WAS TOTALED AND THE FRAME WAS FRACTURED IN HALF. THE DRIVER OF THE VEHICLE SUSTAINED WHIPLASH AND INJURIES TO THE NECK AND BACK. ONE PASSENGER WAS TRANSPORTED BY TO THE HOSPITAL VIA AMBULANCE AND ANOTHER PASSENGER WAS DRIVEN TO THE HOSPITAL. A POLICE REPORT WAS FILED AND THE VEHICLE WAS TOWED FROM THE SCENE. TRI LAKES FORD (180 STATE HWY F, BRANSON, MO 65616, (417) 334-7543) ACKNOWLEDGED THE AIR BAGS BEING REPLACED ON OCTOBER 22, 2019, BUT DENIED ANY RESPONSIBILITY FOR THE AIR BAGS NOT DEPLOYING. THE CONTACT CALLED AN ATTORNEY WHO ADVISED HER TO CALL NHTSA. THE FAILURE MILEAGE WAS 250,000. *DT *TR

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.