

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: 2013 Dodge Durango Safety Recall Issue
Date: Monday, November 30, 2020 1:20:58 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, November 25, 2020 12:52 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: 2013 Dodge Durango Safety Recall Issue

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Here is the attached complaint form for the 2013 Dodge Durango recall.



U.S. Department
of TransportationNational 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

20-OCT-2020

Repository ☐Reference No.
4000113**OWNER INFORMATION (Type or Print)**

Name

Address

City

SOUTH BOSTON

State

VA

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
 1C4SDHDTXDC

MAKE
DODGEModel
DURANGOModel Year
2013

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cy inders

Fuel Type:

Original Owner

Dealer's City

STATE

ZIP Code

Transmission Type

☐

Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

19-OCT-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM

Failure Mileage

Failure Speed

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 Requirement☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: CHICCO

Date Manufactured:

Model No./Name: MYFIT

Seat Type:

Installation System:

Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police

Narrative Description of Incident(s), Crash(es), 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).

THE CONTACT OWNS A 2013 DODGE DURANGO. THE CONTACT RECEIVED RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 19V813000 (ELECTRICAL SYSTEM). HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE DEALER Boyd Chrysler Jeep Dodge Ram of South Hill, VA(1123 E Atlantic St, South Hill, VA 23970) WAS CONTACTED AND CONFIRMED THE PARTS WERE NOT AVAILABLE FOR THE RECALL. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD EXPERIENCED A FAILURE BUT WAS STILL ABLE TO DRIVE THE VEHICLE. VIN TOOLS CONFIRMS PARTS NOT AVAILABLE.

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.