



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100145

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**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: WHITSETT State: NC Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] 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, NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 8/18/03

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2B4HS28Y1WF146784  
Make: DODGE Model: DURANGO Model Year: 1998  
Date Purchased: Feb 1998 Dealer's Name and Telephone Number: FRANKLIN FORD-MERCURY, INC (703) 483-0253 Engine: No. Cylinders: 8 Fuel Type: Regular  
Original Owner:  Dealer's City: Rocky Mount, VA 24151 State: VA Zip Code: 24151  
Transmission Type: Automatic  Antilock Brakes  Cruise Control Powertrain: 4WD  
Vehicle Component Code: 104000 POWER TRAIN:TRANSFER CASE (4-WHEEL DRIVE)  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 03-JUL-2003 Failure Mileage: 8,000 Failure Speed: ?  
Leaky Seal on Transfer Case  
Rear end disintegrated! Ground up parts!

**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: DOTM19A8C036)  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).

CONSUMER STATES SEAL ON THE TRANSFER CASE WAS LEAKING WHICH CAUSED THE REAR END TO DISINTEGRATE. DEALER NOTIFIED. \*AK

NO - The seal leaked fluid.  
The rear end disintegration was a separate matter.  
A truck rear end should NOT go in just 8,000 miles!

Includes, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-502 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.