



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 - 252

Date Received: 2004 MAY 11 11:24
05-MAR-2004
Repository
Reference No. 10067484

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: SAN MATEO State: CA 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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4HS28N8YF231114
Make: DODGE Model: DURANGO Model Year: ~~1999~~ 2000
Date Purchased: 5/14/2000 Dealer's Name and Telephone Number: HAYWARD DODGE
Engine: V8 No. Cylinders: 8 Fuel Type: Reg
Original Owner: Dealer's City: HAYWARD State: CA Zip Code:
Transmission Type: Auto Antilock Brakes Powertrain: Cruise Control
Vehicle Component Code: 171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 06-MAR-2004 Failure Mileage: 30,000 Failure Speed: 15

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: DOTM18ABC036) 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: 0 Number of Deaths: 0 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).

WHILE DRIVING AT 40 MPH PASSENGER'S ELECTRICAL SIDE DOOR LOCKED WITHOUT WARNING. WHEN VEHICLE WAS PARKED AND THE KEY INSERTED INTO THE DOOR THE LOCK FAILED TO OPEN. DRIVER USED REMOTE CONTROL TO UNLOCK THE DOORS. DRIVER TOOK VEHICLE TO THE DEALER NUMEROUS TIMES FOR LOCK PROBLEMS. BUT, MECHANIC WAS UNABLE TO DUPLICATE OR RESOLVE THE PROBLEM.
*AK

I have had the driver side door repaired for same problem. Had to replace door lock actuator. Now R R door lock broken. →

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.

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

Dodge will not replace under warranty. I feel this is a safety hazard. You can not unlock the door manually. Driver must unlock with electronic door lock switch. So if I were to get into an accident and "me" the driver is seriously injured and can't unlock the door, the person in the back seat won't be able to unlock their door unless they climb over the seat. Very unsafe - Safety hazard

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400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



GREETINGS FROM Far Far Away UNITED STATES



BUSINESS REPLY MAIL

POST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-216 400 7th Street, SW Washington, DC 20590



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DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



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