



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 1998

Date Received: 06-JUL-2004  
Repository:   
Reference No.: 10081393

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: BUCHANAN State: VA Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [Redacted]

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: [Redacted] Date: 7/25/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4YS28YRWA [Redacted]  
Make: DODGE Model: DURANGO Model Year: 1998  
Date Purchased: 3-98 Dealer's Name and Telephone Number: Dealer Motors, Inc. (540) 962-2281  
Original Owner:  Dealer's City: Covington, VA State: VA Zip Code: 24626  
Engine: V8 No. Cylinders: 8 Fuel Type: gasoline  
Transmission Type: Automatic  Antilock Brakes Powertrain:  Cruise Control  
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 10-JUN-2004 Failure Mileage: 60000 Failure Speed: N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]  
DOT No. (Example: DOTM9ABC036): [Redacted]  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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).

TRANSMISSION LIGHT ILLUMINATED IN THE INSTRUMENT PANEL. DEALERSHIP INFORMED THE CONSUMER THAT THE PROBLEM WAS PERTAINING TO A BURNED TRANSMISSION. THE PROBLEM WAS NOT RESOLVED. \*AK  
Replaced transmission at 60,000 miles. Transmission serviced at 30,000 miles.  
Were told what valve failure was the cause of transmission failure.  
We have been told that this is common occurrence in Dodge Durangos. At 60,000 - very disappointing to have to replace transmission when vehicle was well maintained. We will never purchase another Dodge vehicle until we feel like they are rectifying problems that are known with their product.

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.

All documentation included: oil changes, 30,000 mile transmission maintenance, a transmission replacement documentation.

# Durango 3-98

oil changes and general maintenance

oil  $\Delta$  = oil change

3,800 oil  $\Delta$ , rotate tires, inspection 3-3-99

6,755 oil  $\Delta$  9-1-99

9,110 oil  $\Delta$ , rotate tires, truck filter on Durango 1-12-00

oil  $\Delta$  + tire rotation 9-27-00

Inspection 3-5-01

16,200 oil  $\Delta$ , rotate tires 3-8-01

20,800 oil  $\Delta$ , rotate tires, Antifreeze, washer fluid 11-14-01

24,900 oil  $\Delta$  2-16-02

3-16-02 inspection



# Durango 3-98

7-18-02 - Mileage 30,230 - 30,000 mile  
check - windshield wipers, spark-plugs,  
cleaned throttle body + ABS motor,  
Tire rotation, oil  $\Delta$ , transmission service.

9-28-02 Mileage 33,237 oil  $\Delta$  (33,237)

12-7-02 oil change 36,700

2-15-03 oil  $\Delta$  + Tire Rotation 40,399

3-22-03 Inspection

6-7-03 oil  $\Delta$  43,900

8-16-03 New tires - 50,000

8-23-03 Oil  $\Delta$  - 47,500

11-1-03 oil  $\Delta$  - 50,800

1-3-04 oil  $\Delta$  - 54,150

1-9-04 New Battery

3-13-04 57,300 Inspection,  
oil  $\Delta$ , tire Rotation, new wind-  
shield wipers

6-4-04 oil  $\Delta$  60,800

6-17-04 Replace Transmission 60,800  
Dressler Motors

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**