



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 100216

Date Received: 16-DEC-2004
Repository:
Reference No.: 10105003

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: DEARBORN HEIGHTS State: MI Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
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: _____ Date: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 104HB48N44F [REDACTED]
Make: DODGE Model: DURANGO Model Year: 2004
Date Purchased: _____ Dealer's Name and Telephone Number: AL DEEBY DODGE (313) 393-3300
Original Owner: Dealer's City: HARTZBURG State: MI Zip Code: _____
Transmission Type: AUTOMATIC Antilock Brakes: Cruise Control:
Powertrain: _____ Vehicle Component Code: 133000 VISIBILITY:POWER WINDOW DEVICES AND CONTROLS
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 10-OCT-2004
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 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 OPENING THE REAR AND FRONTAL WINDOWS CONSUMER HEARD A LOUD SQUEAKING NOISE. THIS CAUSED A DISTRACTION TO THE DRIVER. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION NUMEROUS TIMES, BUT MECHANIC COULD NOT DUPLICATE THE PROBLEM.
*AK

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)

WHEN YOU ROLL DOWN A WINDOW MOST OF TIMES
IN THE BACK SEAT I WINDOW IT MAKE SUCH A
NOISE LIKE A HELICOPTER. THE NOISE IS SO LOUD
IT HURTS MY EAR. I HAD TO GET MY LEFT EAR
CHECKED I HAVE 2 KIDS ONE GETS CAR SICK MAN
HAS TO ROLL A WINDOW DOWN FOR FRESH AIR THERE
HAS TO BE A FAILURE IN THE DESIGN.

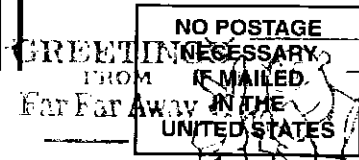
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL
FIRST 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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

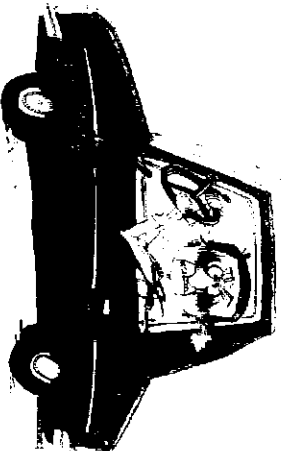
TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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[REDACTED]

December 10, 2004

To whom it May Concern,

I am writing concerning my 2004 Dodge Durango. It has less than 10,000 miles and I am quite unhappy owning this vehicle. There is really only one major issue and it has not been resolved to my satisfaction. As a matter of fact, it really has not been taken seriously by anyone within the Dodge Corporation at all to this point.

Very soon after starting my lease on this vehicle, it became extremely apparent that there was an alarming problem with the noise level in the cab as I drove with one or more of the windows down. It is so extreme that I have now developed an intolerable reaction to the violent vibration and corresponding deafening high-pitch shriek.

I have taken multiple friends, business acquaintances and anyone else I could con into taking a ride to experience the terrible sound within the cab. I am afraid that I will have to contact the Hall of Shame, Ruth to the Rescue or other news agency to help with this problem, if I do not receive satisfaction very quickly. I simply want a vehicle that does not have that horrible whistle when the windows are down. I should be able to put any window down in any combination on a brand new 2004 vehicle.

The problem is not going away and I am sure there are other Durango Owners that feel the same way about their SUV's. Please address and solve this problem in a gentlemanly fashion and I will be happy as can be.

Sincerely,

[REDACTED]