



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 100182

Date Received

205 JAN 21 2005
21-JAN-2005

Repository ☐

Reference No.

10108590

OWNER INFORMATION (Type or Print)

Name

Address

City

KINGWOOD

State TX

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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 02/07/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

1B4HR28NB

Make

DODGE

Model

DURANGO

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☒

Antilock Brakes

Powertrain

Vehicle Component Code

152000 SEAT BELTS: REAR

AUTOMATIC

☒

Cruise Control

4 WHEEL DRIVE

Multiple Failure

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-JAN-2005

Failure Mileage

36000

Failure Speed

FIRST FAILURE IN APR 2004 - FRONT (DRIVER'S) BELT
ADDITIONAL BELTS IN DEC 2004 - APPROX 46,000 MILES (dealer not fixed)

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(es).)

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(es).

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).

VEHICLE IS EXPERIENCING PROBLEMS WITH THE SEAT BELTS. THE SEAT BELTS IN THE SECOND AND THIRD ROW ARE HAVING DIFFICULTY GRIPPING AND LATCHING. IF THE VEHICLE COME TO AN ABRUPT STOP, THE BELTS WILL NOT HOLD THE PASSENGER IN POSITION. OWNER HAS CONTACTED THE DEALERSHIP AND THE MANUFACTURER. THEY ARE BOTH TELLING THE OWNER THAT THE VEHICLE IS OUT OF WARRANTY AND THERE IS NOTHING THEY WILL DO TO ASSIST THE OWNER. PROVIDE FURTHER DETAILS. *NM

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)

CHRYSLER WAS NOT FULLY COOPERATIVE WHEN THE FIRST BELT FAILED AT THE END OF MY WARRANTY. THEY FIXED THE PROBLEM AFTER I MADE AN APPEAL TO THE DEALERSHIP OWNER. HAD HE NOT STEPPED IN - CHRYSLER WOULD NOT HAVE FIXED THE SEAT BELT.

CHRYSLER TOLD ME THEY WOULD CONTACT DEALER - BUT I WOULD HAVE TO PAY A "DIAGNOSTIC" CHARGE TO THE DEALER TO HAVE THE OTHER 5 BELTS LOOKED AT IN JAN 2008. WHEN I ATTEMPTED TO RELAY THE SERIOUSNESS OF THIS SAFETY ISSUE, AND THE NEED FOR CHRYSLER TO DO THE RIGHT THING (JUST FIX THE PROBLEM), THE PHONE DISCUSSION WAS TERMINATED BY THEIR REP. I WAS TOLD THAT I HAD A "RECORD" OF BEING A PROBLEM!

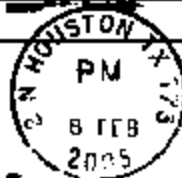
CHRYSLER MUST BE FORCED TO TAKE SAFETY ISSUES LIKE THIS SERIOUSLY. ANYTHING YOU COULD DO TO PROMPT THEM WOULD BE A GREAT SERVICE TO THE PUBLIC.

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



ATTACH ADDITIONAL SHEETS IF NECESSARY



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

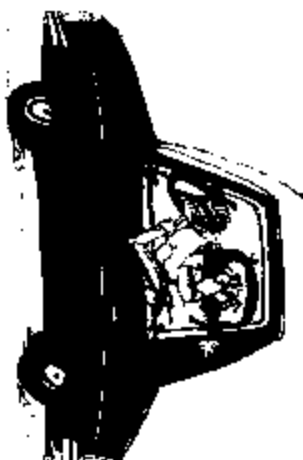
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and dial toll free at

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