


 US 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

Date Received

 2005 JAN 2 10 23 AM
2005 FEB 12 2 30 PM

 Od_or _____
r_dt _____
od_rt _____
up_lr _____

Reference No.

10113762

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City WEIRTON

State WV

Daytime 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 1/31/05

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 1B4HS2		Make DODGE	Model DURANGO	Year 2000	
Purchased Date	Dealer's Name NEW CITY AUTO SALES	Engine Size (CID/CCL) 5.9L V-8	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City WEIRTON	State WV	Zip Code 26062	No. Cylinders	
Manufacture Date (on driver's door or pillar) 12-99	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other
		<input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt		Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) DOOR LOCKS	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name		
Complete Tire Size	DOT No.		
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)		

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

The motor of my door locks are going out. The only door that locks is the right rear. I called Daimler Chrysler on 1-14-2005, and they basically do not care because my warranty expired. I told the lady in customer service I was going to contact your company (NHTSA) and she said 'Ma'am do what you feel you have to'. The reason I feel this is a safety concern is because if I would ever get car-jacked - I have no door locks to protect me. You never think when you buy a brand new car that things will go wrong, but they do.

Also if I would have a family member (or) a child in my car.

(Continue on back)

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 501. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-366-7882

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

But not door locks - which I do feel is a safety concern. In May of 2002 I took my Durango in for the crouching noise - they said they couldn't detect it. I can send you a copy - if you ever need it. It turns out when they sent to recall notice for upper ball joints - I got it fixed 1-14-2005. Now I don't have any crouching noise - so their lucky after 3 yrs of this noise I didn't have an accident like some Durango owners. Thank you for your time and please feel free to send the Dodge manufacturer a copy of this. Hopefully they will recall or fix this problem.

Also, on page 35 of my 2000 Dodge Durango Owners manual - it says "Safety Checks you should make outside the vehicle": Door latches - check for positive closing, latching and locking. - I can't do that.

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 78173 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, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use

VEHICLE OWNER'S QUESTIONNAIRE (VOQ)



DOT AUTO SAFETY HOTLINE

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COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

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(DASH) 2 DOT



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