



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 100148

Date Received: 2008 FEB 19 PM 2:29  
25-JAN-2008  
Repository   
Reference No. 10216004

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: GAINESVILLE State: GA 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?  
In the absence of an authorized signature, do you provide your name or address to the vehicle manufacturer?  
Signature of Owner: [REDACTED] Date: 2/8/08  YES  NO

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4HS28N2Y [REDACTED]  
Make: DODGE Model: DURANGO Model Year: 2000  
Date Purchased: 01-OCT-00 Dealer's Name and Telephone Number: Premier Dodge 770-497-3200  
Original Owner:  Dealer's City: Duluth State: GA Zip Code: [REDACTED]  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: 4 WHEEL DRIVE  
Vehicle Component Code: 171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH  
Multiple Failure: 2

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 01-OCT-2007 Failure Mileage: 39000 Failure Speed: 0

**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: 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).

TL\*THE CONTACT OWNS A 2000 DODGE DURANGO. THE DRIVER SIDE WINDOWS WOULD NOT ROLL UP OR DOWN. IN ADDITION, THE REMOTE WOULD NOT OPEN AND LOCK THE DOORS. SHE WAS UNABLE TO DRIVE THE VEHICLE DUE TO SEVERAL HAZARDS. THE DEALER AND MANUFACTURER STATED THAT NOTHING COULD BE DONE BECAUSE THEY HAD NEVER HEARD OR SEEN THAT TYPE OF FAILURE. THROUGH ONLINE RESEARCH, THE CONTACT DISCOVERED MORE INFORMATION REGARDING THE DEFECT. DAIMLER CHRYSLER ADVISED HER TO CALL NHTSA AND FILE A COMPLAINT. THE FAILURE AND CURRENT MILEAGES WERE 39,000.

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)**

If I was involved in an auto accident and someone was in the back seat on the driver's side and I got hit on the passenger side and that passenger side door wouldn't open the person couldn't get out the drivers side either, because the door is locked tight. You can't unlock the door at all. You can't even take your finger and push the lock up. ~~The~~<sup>Both</sup> windows on the driver side will not go down. In my opinion this is a big safety hazard. My husband's father works at a Dodge Dealership and he said they have these problems all the time with Durango's & Jeeps and they should make this a recall.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

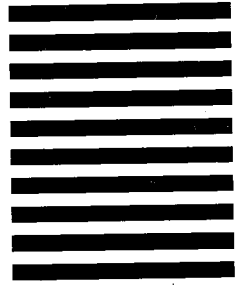
**National Highway Traffic Safety Administration**

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



**NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES**



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POSTAGE WILL BE PAID BY ADDRESSEE

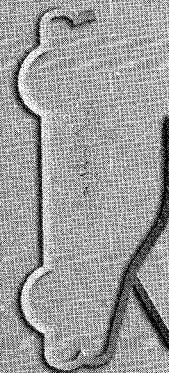
**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**



NORTH METRO GA 300

08 FEB 2008 PM 10 L

**Think your vehicle has a safety defect?**



**If so:  
Use the enclosed form to file a report.**

**or visit:  
www.safercar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



BACK TO ACCESSORIES - INTERIOR COMPLAINTS DODGE RECALLS DEFECT INVESTIGATIONS TSBS LEMON LAW LAW

[ switch models ]  
[ switch years ]

# 2000 Dodge Durango CANNOT UNLOCK DOOR



TYPICAL REPAIR COST:  
**NO DATA**  
AVERAGE MILEAGE:  
**102,000 MILES**  
NUMBER OF COMPLAINTS:  
**1 COMPLAINTS**

MOST COMMON SOLUTIONS:  
1. not sure (1 reports)



ACCESSORIES - INTERIOR PROBLEM

8.0  
PRETTY BAD

**Car Door Lock**  
Free Car Door Lock info Find what you're looking for!  
[www.TheLockGuide.com](http://www.TheLockGuide.com)

**Used Dodge Durango Parts**  
Durango at Edmunds.com Info On Parts & Prices.  
[www.Dodge.Edmunds.com](http://www.Dodge.Edmunds.com)

**Power Door Lock Actuator**  
Manufacturer of Power Door Lock Actuators and Power Windows  
[aewel.com](http://aewel.com)

**Dakota Door Lock Motor**  
Dodge Dakota Door Locks Buzzing? OEM Mopar Cheapest on the net...  
[www.JeepTweeter.com](http://www.JeepTweeter.com)

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#1

REPORTED ON  
SEP 27  
2006

**Durango**

**Power Door Lock Actuator**  
Manufacturer of Power Door Lock Actuators and Power Windows  
[aewel.com](http://aewel.com)

**Interior Door**  
Looking for Interior Door? Find exactly what you want today.  
[shopping.yahoo.com](http://shopping.yahoo.com)

**Dodge Door Lock Actuator**  
The Top Industrial Resource. Find Door Lock Quickly.  
[Doorlock.Industrial101.com](http://Doorlock.Industrial101.com)

**New Auto Door Handles**  
Inside & Outside. Domestic & Import Buy Online Now or Call Toll Free!  
[ZBRA.com](http://ZBRA.com)

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102,000 miles

Passenger door not unlocking. My Durango currently has 108,000 miles on it, so this door has been not unlocking from the outside (with remote) for roughly 6,000 miles. My mother gave me this car and it doesn't bother her because she was the only person that used the car & drove it. Now that it's mine, I take my friends out but I have to constantly go inside, have them wait for me to open their door and then leave. It isn't the

**Gordon C.**  
Valentine, Nebraska, USA  
[SEND A COMMENT »](#)

# 2

REPORTED ON  
JUL 02  
2007

**Durango V8**

- Automatic transmission
- 55,000 miles

So far I've had to replace 3 of the 4 power windows in the car. They stopped working without warning. Each time it is expensive and inconvenient because the mechanic winds up keeping the car 2 days or more. Absolutely needed to be repaired and it was not covered under warranty. I've spoken to other Durango owners who have had the same problem.

**Siobhan G.**  
Bayonne, NJ, USA  
[SEND A COMMENT »](#)

# 1

REPORTED ON  
APR 06  
2007

**Durango SLT 5.9L**

- Automatic transmission
- 84,000 miles

The driver's side window motor burned out about a year ago. I've replaced the motor twice because the first one burned out after I realized the window guide bar is burning out the motor. The guide bar is putting too much pressure on the window motor - causing it to burn out. At one time I thought it might be the window power panel (the electrical board) because the window was actually going up and down (even though very slow). So when I pulled the window power panel out and checked it out I realized how bad it was - the connections were not making contact very well and the lights were burned out. This part cost me \$125.00 to replace and it wasn't all that was wrong with the window. We've had to pay for an entire new window system, cable, guide bar, and the motor.

**schragesnuk**  
Hollywell Row, UK, UK  
[SEND A COMMENT »](#)

**ASK YOUR DODGE QUESTION. DODGE MECHANICS ANSWER YOU ASAP!**

Type your question here.

**Ask the Experts**

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[COMPLAINTS](#)

[DODGE RECALLS](#)

[DEFECT INVESTIGATIONS](#)

[TSBS](#)

[LEMON LAW](#)

[LAW](#)

[\[ switch models \]](#)

[\[ switch years \]](#)

## 2000 Dodge Durango POWER WINDOW STOPPED WORKING



TYPICAL REPAIR COST:  
**\$153.00**

AVERAGE MILEAGE:  
**82,000 MILES**

NUMBER OF COMPLAINTS:  
**3 COMPLAINTS**

**MOST COMMON SOLUTIONS:**

1. replaced the entire door window system: cable, guide bar, motor (2 reports)
2. not sure (1 reports)

WINDOWS / WINDSHIELD  
PROBLEM

9.3

REALLY AWFUL

**New Window Regulators**

For Hundreds Of Domestic & Imports Buy Online Now or Call Toll Free! ZBRA.com

**Dodge durango specs**

235 HP, EPA 14 mpg / 18 mpg Dodge Durango Research & Reviews www.Dodge.Edmunds.com

**Dodge Durango Reviews**

Equip & Price a New Durango Today! Find Local Dealers at Dodge.com. www.Dodge.com/Durango

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# 3

REPORTED ON  
JUL 17  
2007

**Durango SLT V8**

**Window Motor World Inc.**

Power window motors and regulators Buy direct and save. Fast Shipping! windowmotorworld.net

**2008 Dodge Durango**

Save 35% Off Your Monthly Payment By Using 13 Car Buying Secrets. Dodge.CarBuyingDiscounts.com

**Dodge Durango Accessories**

Durango Accessories Superstore! Huge Warehouse, Everyday Low Prices www.AutoTruckToys.com/Dodge-Durango

**Dodge Durango Overstock**

Database of Overstocked Dealers. They Slash Prices to Clear Lot. CarQuote.AutoDiscountGroup.com

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- Automatic transmission
- 107,000 miles

Can you imagine what it is like to have a wonderful car that you love and not be able to drive anywhere because you have to tape the window up not to mention having 3 children in the car with you !!!!!!! AH !!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

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