



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
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: 19-NOV-2009  
Repository:   
Reference No.: 10292901

**OWNER INFORMATION (Type or Print)**

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

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1H8B58D74F [Redacted]  
Make: DODGE Model: DURANGO Model Year: 2004  
Date Purchased: 2/2009 Dealer's Name and Telephone Number: Colonial Dodge 9785688000 Engine: No: Cylinders: 8 Fuel Type: Gasoline  
Original Owner:  Dealer's City: Hudson State: MA Zip Code: 01749  
Transmission Type: Automatic Antilock Brakes:  Cruise Control:  Powertrain: Multiple Failure: Incident Date(s): 20-OCT-2009

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

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 341000 COMMUNICATIONS: HORN ASSEMBLY, 151000 SEAT BELTS; FRONT  
Failure Mileage: 70,000 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: Number of Deaths: 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 2004 DODGE DURANGO. IN SEPTEMBER 2009 SHE NOTICED SMOKE COMING FROM THE ELECTRICAL INSTRUMENT PANEL. A LOCAL MECHANIC STATED THAT THE FAILURE WAS CAUSED BY PLASTIC WITHIN THE CLUSTER PANEL. THE DEALER STATED THAT THE FAILURE WAS REPAIRED PER RECALL 07V092000 ELECTRICAL SYSTEM: INSTRUMENT PANEL; HOWEVER, WHEN THE VEHICLE WAS TOWED TO THE DEALER THEY FOUND THAT THE RECALL WAS NOT REPAIRED. AFTER THE DEALER REPAIRED THE INSTRUMENT CLUSTER THE HORN AND SEAT BELT FAILED TO OPERATE NORMALLY. THE DEALER STATED THAT FAILURE WAS NOT CAUSED BY THE RECALL REPAIR; THEREFORE, THEY ARE NOT RESPONSIBLE. THE VIN WAS NOT AVAILABLE. THE FAILURE AND THE CURRENT MILEAGE WERE NOT AVAILABLE.

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 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)**

*also when I unlock the car manually the alarm goes off and will not turn off.*

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



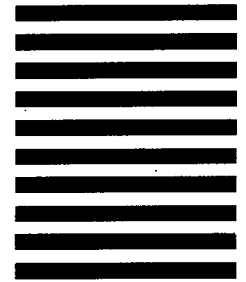
**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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



**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

