



U.S. Department of Transportation

National Highway Traffic Safety Administration

**DOT Auto Safety Hotline  
Vehicle Owner's Questionnaire (VOQ)**

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

**FOR AGENCY USE ONLY 258**

Data Received  11-FEB-2000	Od_or _____ rt_dt _____ od_rt _____ up_ltr _____
Reference No.  718593	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or driver's side)</small> <b>1B4HS28Y5WF103100</b>	Vehicle Make <b>DODGE TRUCK</b>	Vehicle Model <b>DURANGO</b>	Vehicle Year <b>1998</b>	Current Odometer Reading
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Purchase Date <b>01-NOV-1997</b>	Dealer's Name _____	Engine Size (CID/CC/L) <b>MAGNUM</b>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component 10121000 13700000 08212000	Par. Name(s) <b>VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE STRUCTURE:HOOD ASSEMBLY FUEL:CARBURETOR:UNKNOWN TYPE:MANIFOLD:INTAKE</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures <b>1</b>	Date(s) of Failure(s) <b>13-MAY-1998</b>	Mileage at Failure(s) <b>5500</b>	Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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**APPLICATION INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <b>0</b>	Number of Fatalities <b>0</b>	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

THE PROBLEMS WE HAD WITH THE WINDOWS, GOING DOWN BY ITSELF AND THEN NOT BEING ABLE TO GET THEM UP WAS REPORTED TO THE DEALER (TOMKINSON DODGE) TWICE. THE FIRST TIME, THEY SAID THEY FIXED IT, BUT IT WASN'T. THE SECOND TIME, THE WINDOW WENT DOWN BY ITSELF, WE COULDN'T GET IT UP. REPORTED TO DEALER (TOMKIN DODGE), THEY TOLD US TO TAKE DOOR PANEL OFF AND PULL WINDOW UP UNTIL THEY COULD GET TO IT. THE INSIDE WINDOW CABLE WAS SO BADLESS TWISTED AND TANGLED, IT WAS ABOUT TO BROKE. THEY WORKED ON IT, AGAIN SAYING IT WAS FIXED. WINDOW AGAIN WENT DOWN (I DON'T REMEMBER THE TIME SPAN AFTER BEING "FIXED"). SO THIS TIME WE TOOK IT TO EVANS CHRSLER-PLYMOUTH-DDOGE IN KENDALLVILLE TO BE FIXED. THEY REPLACED ALL THE WINDOW REGULATORS, AND HAVE HAD NO PROBLEMS WITH THE WINDOWS :

CONTINUED ON BACK PLEASE

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.