



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

## Auto Safety Hotline

**Vehicle Owner's Questionnaire**

NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

**FOR AGENCY USE ONLY 258**

Date Received

29-JUN-2001

Ord. or  
rt. dt  
od. rt  
rp. ltr

Reference No.

747569

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>(Location at bottom of and/or above driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B4HS28Y6WF126319	DODGE TRUCK	DURANGO	1998	

Purchase Date 01-NOV-2000	Dealer's Name _____	Engine Size (CID/CC/L) 5.2L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio
<input type="checkbox"/> New <input checked="" 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"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Bel	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"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Util <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other
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**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component 11607000	Part Name(s) AIR CONDITIONER:EVAPORATOR	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 1	Date(s) of Failure(s) 28-JUN-2001 73000 Mileage at Failure(s) 0	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

**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 0	Number of Fatalities 0	Estimated Property Damag	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)**

NEEDED TO REPLACE EVAPORATOR CORE ON A 98 DODGE DURANGO. HAD THE SAME PROBLEM WITH A 1994 PLYMOUTH, VOYAGER A LITTLE MORE THAN A YEAR AGO. HAVE BEEN TOLD BY A FRIEND THAT WORKS AS A SERVICE ADVISOR FOR A DEALER THAT CHRYSLER HAS PROBLEMS WITH EVAPORATOR CORES. SEEMS TO ME, HE MAY BE RIGHT, SINCE I'VE REPLACED 2 IN 2 DIFFERENT CHRYSLER VEHICLES AT \$700 EACH IN JUST A LITTLE OVER A YEAR. I HAVE NEVER HAD THIS PROBLEM WITH ANY OTHER MAKE VEHICLE THAT I'VE EVER OWNED, PLUS IT SEEMS THAT THIS NEW OF A VEHICLE SHOULD NOT NEED AN EVAPORATOR CORE ALREADY. AIR CONDITIONER JUST STARTED BLOWING WARM AIR. HUSBAND BOUGHT A CHARGING KIT AND CHARGED THE AIR CONDITIONER. IT WORKED FOR A VERY SHORT TIME, THEN WAS BLOWING WARM AIR AGAIN. WE COULD HEAR A HISSING OR LEAKING NOISE UNI

CONFIDENTIAL - KEEP IT

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.