



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

09-APR-2002

Ord. or  
rt. dt  
pd. rt  
rp. ltr

Reference No.

760494

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 to the left of dashboard)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B4HS28Y3WF169497	DODGE TRUCK	DURANGO	1998	

Purchase Date 01-OCT-2001	Dealer's Name _____	Engine Size (CID/CC/L) 5.2L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" 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 checked="" 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 10421000 11000000	Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE HEATER:DEFROSTER:DEFOGGER AND VENTILATION	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
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No of Failure 1	Date(s) of Failure(s) 04-JAN-2002	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 30617		
	Vehicle Speed at Failure(s) 0		

### 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	Number of Fatalities	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)

SINCE BUYING THE USED 1998 DODGE DURANGO SLT IN OCTOBER OF 2001 WITH APPROXIMATELY 26000 MILES. I HAD THE DODGE DEALERSHIP TO REPLACE THE MOTOR IN THE FRONT DRIVER'S SIDE WINDOW WHICH COST ME \$100 FOR MY DEDUCTIBLE. I NOW HAVE A PROBLEM WITH THE REAR VIEW MIRROR DEFOGGER ON THE LEFT AND RIGHT SIDE OF THE VEHICLE AND NOW PASSENGER SIDE WINDOW MOTOR IS BAD. I HAVEN'T REPLACED IT AS OF THIS TIME. ALTHOUGH THE DURANGO IS APPROXIMATELY 4 YRS OLD, IT ONLY HAD 26000 MILES ON THE VEHICLE WHICH MEANT THE VEHICLE WASN'T DRIVEN OFTEN BY THE PREVIOUS OWNER. I BROUGHT A CAR FAX REPORT TO CONFIRM THAT THE VEHICLE WAS IN GOOD CONDITION. I HOPE YOU CAN HELP WITH THESE PROBLEMS WHICH IS DEFINITELY A MANUFACTURING PR

CONTINUE ON REVERSE

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.