

 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 1398 Date Received 14-AUG-2002	
U.S. Department of Transportation National Highway Traffic Safety Administration		Od or R, dt up to 40	
OWNER INFORMATION (Type or Print) [Redacted]		Reference No. 8016315	
ANTIOCH CA		Work Number [Redacted]	
Home Number [Redacted]		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorized agent, please provide your name and address to the vehicle manufacturer. Signature of Owner [Redacted] Date 8-15-2002	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1B4HR28N1F583288	Vehicle Make DODGE TRUCK	Vehicle Model DURANGO	Vehicle Year 2001
Current Odometer Reading 24,973		Purchase Date 4/2/01	
Dealer's Name Lithia Dodge Concord City Concord State CA Zip Code 94520		Engine Stz (CID/CC/L) 4.7L No Cylinders V8	
Transmission Type ☒ New ☐ Used ☐ Manual ☒ Automatic		☒ Turbo Diesel Gas Fuel Injection	
Antilock Brakes ☒ Yes ☐ No		Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	
Cruise Control ☒ Yes ☐ No		Drive Train ☐ Front ☐ Rear ☒ 4-Wheel 2 wheel	
Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☒ Sport Ut ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☒ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 07300000	Part Name(s) POWER TRAIN-TRANSMISSION-AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1 to 2x a wk Since 4/2/01	Date(s) of Failure(s) 3-24-2002 April 01 to August 02 Mileage at Failure(s) 100 to 24,973 Vehicle Speed at Failure(s) 0	Failed Part(s) ☒ Yes ☐ No	NHTSA Previously ☐ Yes ☒ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0
Estimated Property Damage 0		Reported to Police ☐ Yes ☒ No	
3 PROBLEMS NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
HAVING PROBLEM WITH REVERSE GEAR. CONSUMER IS UNABLE TO PUT VEHICLE INTO REVERSE. DEALER NOTIFIED.*AK Problem #1: When I put car into "R" reverse, the car will not move only 1000 revs. You have to put car into "P" Park and then back in "R" reverse, in order for the car to reverse. This problem is intermittent and is occurring more and more frequently. This can occur at anytime on a cool or hot engine.			
CONTINUE ON BACK IF NEEDED			
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)

Problem #2: This problem has occurred since I first bought the car and is getting very bad. When I put the car into "D" Drive the car does not move but just revs. I live on a long street which goes downhill. It takes to the bottom of the hill/street for the car to kick into gear and drive. The problem always happens on first starts in the day. It occurs several times a week. It is a big safety issue since I am in the road and the car won't go even though you gas it.

Problem #3: While driving down the highway, the car on its own accord went into "N" neutral from "D" Drive. This problem has occurred 1x. ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



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U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.gov>

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