



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 1399

Date Received

14 NOV 2002

OFFICE
INVESTIGATION
 Od or
rt dt
od rt
up tr

Reference No.

8022706

OWNER INFORMATION (Type or Print)

TIONESTA

PA

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)

(Located at bottom of windshield on driver's side)

1B4NS2BE2A1582864
PLEASE FILL IN

Vehicle Make

DODGE TRUCK

Vehicle Model

DURANGO

Vehicle Year

2001

Current Odometer Reading

44072

Purchase Date

4/2001

Dealer's Name FLETCHER'S DODGE

Engine Size
(CID/CC)

5.9L

Turbo

Diesel

Gas

Fuel Injectio

☒ New

City FLYBURG State PA Zip Code 16326

No Cylinders

8

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☐ Front☐ Rear☒ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☒ Sport Ut☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

 Component
10311000
11101000

Part Name(s)

REAR VISUAL SYSTEMS: WINDSHIELD WIPER/WASHER SWITCH
HEATER: WATER DEFROSTER: DEFOGGER: CONTROL SWITCH

Location

☐ Left☒ Front☐ Right☐ Rear

Failed Part(s)

☒ Original
☐ Replacement

No of Failures

DESIGN

FAILURE

Date(s) of Failure(s)

14 NOV 2002

Mileage at Failure(s)

41800

Vehicle Speed at Failure(s)

THIS WAS AN OBVIOUS PROBLEM AS SOON AS WE RECEIVED THE VEHICLE

Failed Part(s)

Available?

☐ 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

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER NOTICE THE DASH BOARD CONTROL SWITCH FOR THE WINDSHIELD WIPER AND THE REAR DEFROSTER ARE DESIGNED IMPROPERLY. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATION. MR

WHEN GEAR SHIFT LEVER IS IN "D" (DRIVE), IT OBSCURES THE CONTROLS FOR REAR WINDSHIELD WIPER AND FAN CONTROLS.

DRIVER CANNOT SEE THE CONTROLS. THIS IS DANGEROUS AND A SAFETY HAZARD. WHEN WEATHER CONDITIONS ARE BAD WITH POOR VIBILITY OUTSIDE, HE HAS TO TAKE HIS EYES OFF THE ROAD AND FUMBLE AROUND TRYING TO FIND THE CONTROLS. THIS CAN CAUSE AN ACCIDENT.

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-578 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)

WE WROTE TO THE CHRYSLER CORP. ABOUT THIS BUT THEY REFUSED TO
ADDRESS THIS PROBLEM - THEY SAID IT WAS NOT A WARRANTY PROBLEM
WE WROTE THEM BACK AND TOLD THEM THAT THIS IS A DESIGN ERROR / FLAW!
AND A SAFETY ISSUE. THEY HAVE NOT RESPONDED. FAULT

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATION. HWY. TRAFFIC SAFETY ADMIN.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**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



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<http://www.nhtsa.dot.gov/vehicle>

**THE ATTACHMENTS TO THIS
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).**