

U.S. Department
of TransportationNational 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 333

Date Received

10-MAR-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

858323

 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>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B4HR28Y5XF532248	DODGE TRUCK	DURANGO	1998	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07320000 05100000 09109000	Par. Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC:LEVER AND LINKAGE: ENGINE LIGHTING:SWITCH:BUTTON:RING:FOG LIGHTS	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	Date(s) of Failure(s) 14-DEC-1999 Mileage at Failure(s) 39000 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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	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)

WHILE DRIVING ON THE HIGHWAY ENGINE CHECK LIGHT CAME ON. VEHICLE STARTED IDLING AND CUT OFF. PULLED OVER AND SAT FOR AWHILE TO COOL OFF. THEN SHIFT INDICATOR JUMPED OUT OF GEAR. WENT TO PUT FOG LIGHTS, AND THEY FAILED TO OPERATE PROPERLY. HAD FOG LIGHT SWITCH REPLACED THREE TIMES. ALSO, REPLACED THE BATTERY, AND TROTTLE BODY.*AK

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 333 Date Received <u>10-MAR-2000</u> 03 APR - 5 OFFICE OF EFFECTS INVESTIGATION # of Odor # 27 up_itr Reference No. 858323	
OWNER INFORMATION (Type or Print)		Work Number	
[REDACTED] 595924		Home N [REDACTED]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of your authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.			
Signature of Owner [REDACTED]		Date <u>3/26/2000</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
1B4HR28Y5XF532248	DODGE TRUCK	DURANGO	1998
Current Odometer Reading	42,379		
Purchase Date	Dealer's Name <u>Dealership will NOT give his name</u>	Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City <u>Greensboro</u> State <u>NC</u> Zip Code <u>27405</u>	No Cylinders <u>V8</u>	
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<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 Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Drive Train	Vehicle Type		Body Style
<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input checked="" type="checkbox"/> Sport Utl <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle		<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
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component	Part Name(s)	Location	Failed Part(s)
07320000 08100000 09109000	POWER TRAIN:TRANSMISSION:AUTOMATIC:LEVER AND LINKAGE ENGINE LIGHTING:SWITCH:BUTTON:RING:FOG LIGHTS	<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input checked="" type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
<u>7 or more</u>	<u>14-DEC-1999</u> Mileage at Failure(s) <u>30000 - approx 3200 at 1st failure</u> Vehicle Speed at Failure(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" 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	Fire	Number of Persons Injured	Number of Fatalities
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Estimated Property Damage		Reported to Police	
		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING ON THE HIGHWAY ENGINE CHECK LIGHT CAME ON. VEHICLE STARTED IDLING AND CUT OFF. PULLED OVER AND SAT FOR AWHILE TO COOL OFF. THEN SHIFT INDICATOR JUMPED OUT OF GEAR. WENT TO PUT FOG LIGHTS, AND THEY FAILED TO OPERATE PROPERLY. HAD FOG LIGHT SWITCH REPLACED THREE TIMES. ALSO, REPLACED THE BATTERY, AND TROTTLER BODY.*AK			
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.			

NC 27214- UNITED STATES

HOME PH: [REDACTED]

STOCK NUMBER: 00006252 LAST SERV MILEAGE: 033543 MFG CODE: 34M001
1B4HR28Y5XF532248 NC 1 SOLD DATE: 10/12/98 MILE: 000010 LAST-SERV: 01/03/00
99 DODGE DURANGO 2WD 4DR SPTUTY SILVER IN-SERV DATE: 10/23/98
SRVC # CUS: WAR: 1441 POL:

EXT SVC PLAN1:	NUMBER	TYPE	DATE	DEDUCT	MON MILES	ACTIVE
SM4348F		ULTIMATE	10/12/02	00	048	048000 Y

RD W08408 Y 01/03/00 33543 D02 PTS=15.54 POL=.00 TOT=61.14 INV=010300
LN 51 PAY TYPE W TECH1-C75 .80 OPR-CODE 07400110
FP 04267020AB

C/S SHIFT INDICATOR OUT OF ADJ IT JUMPS OUT OF GEAR WHERE IT IS NOT ALL
FC 44 LEAKS
REPLACE THERMOSTAT AND RESEAL THERMOSTAT HOUSING

MORE

LN 51-1 PAY TYPE W TECH1-C75 OPR-CODE 07400110
FP 04267020AB

ADJUST THE SHIFT INDICATOR

LN 52 PAY TYPE W TECH1-C75 OPR-CODE 50

C/S RUBBER SEAL COMING LOOSE ON GRILL TOP RIGHT
50
PARTS HAVE BEEN SPECIAL ORDERED

RD W07741 Y 12/17/99 32038 D02 PTS=59.10 POL=.00 TOT=103.70 INV=121799
LN 51 PAY TYPE W TECH1-P47 .30 OPR-CODE 08803601
FP 56021676AE

C/S FOG LIGHTS ARE NOT WORKING

FC 48 SHORTED

REPLACE HEADLIGHT SWITCH

LN 52 PAY TYPE W TECH1-P47 .50 OPR-CODE 21751401
FP 56020622

C/S GEAR SHIFT FLIPS FROM RED/ BLK.

FC 50 IMPROPER ADJUSTMENT

REPLACE SHIFTER INDICATOR

RD H07741 N 12/17/99 32038 D02 PTS=.00 POL=10.00- TOT=.00 INV=121799

MORE

LN 23 PAY TYPE PS TECH1-N71 1.50 OPR-CODE 23

PAINT RENEWER

APPLY PAINT RENEWER

PAINT RENEWER

RD H06309 N 11/17/99 29357 D02 PTS=.00 POL=10.00- TOT=.00 INV=111799

LN 23 PAY TYPE PS TECH1-A56 1.50 OPR-CODE 23

PAINT RENEWER

APPLY PAINT RENEWER

PS

C/S 30K CHRYSLER SER CONT
FC MC MAINTEN ANC
COMPLETED

RO H04084 N 10/04/99 26124 J96 PTS=.00 POL=10.00- TOT=.00 INV=102699
MORE

LN 23 PAY TYPE PS TECH1-106 1.50 OPR-CODE 23
PAINT RENEWER
APPLY PAINT RENEWER
COUPON

RO W04369 Y 10/08/99 26431 J96 PTS=206.85 POL=.00 TOT=839.55 INV=102299
LN 51 PAY TYPE W TECH1-C92 .20 2-C83 .10 OPR-CODE 09080101
FP 04713923

C/S THAT TRUCK HARD TO START ACTS LIKE BATTERY DEAD
FC B3 WILL NOT ACCEPT CHARGE
REPLACE BATTERY

LN 52 PAY TYPE W TECH1-333 OPR-CODE NC
C/S THAT TRUCK DOES NOT WANT TO IDLE CUTS OFF UNLESS GIVING GAS
NC

CLEAN THROTTLE BODY

LN 53 PAY TYPE W TECH1-C92 5.40 2-C83 5.40 OPR-CODE 21000138
FP 04863884AE

C/S THAT TRANS IS SLIPPING WILL NOT PICK UP SPEED THEN JERKS AND GOES ON
FC UC INTERNAL DEFECT
R&R TRANSMISSION REPLACE CLUTCHES,SEALS,GASKETS,REBUILD OVERDRIVE
FLUSH COOLER

MORE
LN 53-1 PAY TYPE W TECH1-C92 OPR-CODE 21290150
FP 04863884AE

R&R TRANSMISSION REPLACE CLUTCHES,SEALS,GASKETS,REBUILD OVERDRIVE
FLUSH COOLER

LN 54 PAY TYPE W TECH1-333 OPR-CODE NC
C/S THAT WHILE SLOWING DOWN CAR CUTS OFF
NC

SEE LINE 52

LN 55 PAY TYPE W TECH1-333 OPR-CODE NC
C/S THAT WHILE STOPPING RATTILING IN FRONT END LIKE SOMETHING SHAKING
NC

TIGHTEN SPARE TIRE CARRIER

RO C04369 N 10/06/99 26431 J96 PTS=3.50 POL=538.01- TOT=.00 INV=102299
LN 56 PAY TYPE C TECH1-333 OPR-CODE RENTAL

RENTAL CAR PER PAUL
RENTAL
RENTAL
CSI PER PAUL

MORE
LN 57 PAY TYPE C TECH1-333 OPR-CODE 0

REPLACE KEY AND REMOTE
REPLACE KEY AND REMOTE
REPLACE KEY AND REMOTE
CSI

ADJ SHIFT INDICATOR

RD W03787 Y 09/27/99 25634 J96 PTS=12.46 POL=.00 TOT=29.20 INV=093099
 LN 51 PAY TYPE W TECH1-C76 .30 OPR-CODE 26850110
 FLAGS NOS

EVERY 3000 MILE MAINTENANCE SERVICE
 MAINTENANCE
 PERFORM 3000 MILE MAINTENANCE SERVICE PER SCHEDULES

RD W02378 Y 08/27/99 22784 D03 PTS=12.46 POL=.00 TOT=68.26 INV=082799
 MORE
 LN 51 PAY TYPE W TECH1-C77 1.00 OPR-CODE 26852010
 FP 05281090

22500 SERVICE PER SERVICE CONTRACT
 FC MC MAINTENANCE CONTRACT
 PERFORM 22500 SERVICE

RD W93303 Y 02/20/99 12511 D13 PTS=22.96 POL=.00 TOT=56.44 INV=022299
 LN 51 PAY TYPE W TECH1-C90 .60 OPR-CODE 26851510
 FP 53004383

PERFORM 15K PER CHRYSLER MAINT AGREEMENT
 FC MC MAINTENANCE CONTRACT
 PERFORM SERVICE PER MAINT AGREEMENT

RD W91303 Y 01/04/99 8904 D13 PTS=59.78 POL=.00 TOT=160.22 INV=011599
 CONTRACT#12214388
 LN 51 PAY TYPE W TECH1-700 .90 OPR-CODE 22300713
 FP J4006956

C/S WHEN PUT INTO GEAR ACTS LIKE STUCK IN ANOTHER GEAR HAVE TO BUMP THE SH
 FC 11 BROKEN
 ADJUSTED SHIFTER

MORE
 LN 52 PAY TYPE W TECH1-C78 2-C78 .30 OPR-CODE 08803601
 FP 56021676AB

C/S FOG LIGHTS INOP
 FC 48 SHORTED
 REPLACE HEADLIGHT SWITCH

LN 53 PAY TYPE W TECH1-C78 .60 OPR-CODE 26851010
 FP 05281090

PERFORM 7500K PER MAINT AGREEMENT
 FC MC MAINTENANCE CONTRACT
 PERFORM SERVICE

RD C91303 N 01/04/99 8904 D13 PTS=.00 POL=30.00 TOT=.00 INV=011599
 CONTRACT#12214388
 LN 54 PAY TYPE C TECH1-333 OPR-CODE RENTAL

RENTAL ENTERRPISE
 RENTAL
 RENTAL
 CSI

RD W90346 Y 12/09/98 5928 D15 PTS=12.46 POL=.00 TOT=29.20 INV=120998
 MORE
 LN 51 PAY TYPE W TECH1-145 .30 OPR-CODE 26850110
 FP 05281090

5KT SERVICE PER CHRYSLER CONTRACT

RO 188161 N 10/23/98 10 D13 PTS=2.10 POL=.00 TOT=23.60 INV=102398
LN 21 PAY TYPE I TECH1-600 1.50 OPR-CODE 21
CLEAN FOR SHOW OR DELIVERY
CLEAN FOR SHOW OR DELIVERY

RO 187570 N 10/09/98 10 D15 PTS=99.00 POL=.00 TOT=549.50 INV=101498
LN 13 PAY TYPE I TECH1-300 .60 OPR-CODE 13A
FLAGS ST1
NC STATE INSPECTION W/ EMISSIONS
PERFORM NCSI WITH EMISSIONS TEST
LN 17 PAY TYPE I TECH1-300 1.40 OPR-CODE 17R
P.D.I. INSPECTION
PERFORM P.D.I. INSPECTION

MORE