

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 241

Date Received

23-JUN-2000

 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

864154

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.)<br><small>(located at bottom of windshield or driver's side)</small> | Vehicle Make | Vehicle Model | Vehicle Year | Current Odometer Reading |
|--|--------------|---------------|--------------|--------------------------|
| 1B4HS28Y7WS172032  | DODGE TRUCK  | DURANGO       | 1998         |                          |

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

|  |   |  |  |  |   |   |
|--|---|--|--|--|---|---|
| Transmission Type<br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic | Antilock Brakes<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | Restraint System<br><input checked="" type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Driver Side Airbag<br><input type="checkbox"/> Passenger Side Airbag<br><input type="checkbox"/> Introlubell<br><input type="checkbox"/> 2-Point Belt | Cruise Control<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Drive Train<br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | Vehicle Type<br><input type="checkbox"/> Car<br><input type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other<br><input type="checkbox"/> Sport Utl<br><input type="checkbox"/> Truck<br><input type="checkbox"/> Motorcycle | Body Style<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other |
|--|---|--|--|--|---|---|

## FAILED COMPONENT(S)/PART(S) INFORMATION

|                       |   |  |   |
|-----------------------|---|--|---|
| Component<br>07450000 | Part Name(s)<br>POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT | Location<br><input type="checkbox"/> Left<br><input type="checkbox"/> Front<br><input type="checkbox"/> Right<br><input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
|-----------------------|---|--|---|

|                 |   |   |   |
|-----------------|---|---|---|
| No. of Failures | Date(s) of Failure(s) 19-JUN-2000<br>Mileage at Failure(s) 99000<br>Vehicle Speed at Failure(s) _____ | Failed Part(s) Available?<br>  Yes   No | NHTSA Previously Contacted?<br>  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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|--|---|---------------------------|----------------------|---------------------------|---|

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

VEHICLE WAS EXPERIENCING LOUD NOISE FROM THE REAR DIFFERENTIAL UNIT; TAKEN TO DEALER FOR REPAIRS. REPLACEMENT OF THE DIFFERENTIAL BEARING, RING, PINON AND AXLE BEARING; AT CONSUMER COSTS, ALSO IT WAS NOTICE THAT SOME OF THE BEARING WAS MISSING WHEN REMOVED. FEEL FREE TO PROVIDE FURTHER DETAILS:

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.



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

# Vehicle Owner's Questionnaire (VOQ)

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NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

|  |                                   |
|--|-----------------------------------|
| <b>FOR AGENTS USE ONLY</b> 241   |                                   |
| Date Received<br>00 JUL 13 AM 11:23<br>23-JUN-2000<br>OFFICE DEFECTS INVESTIGATION | Del. or<br>od_r<br>od_rt<br>up-ly |
| Work Number  | Reference No.<br>864154           |
| Home Number  |                                   |

**OWNER INFORMATION (Type or Print)**

[Redacted] 615581

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  
In the absence of [Redacted] address to the vehicle manufacturer.  
Signature of Owner [Redacted] Date 7/3/2000

**VEHICLE INFORMATION**

|  |                                       |   |   |  |
|--|---------------------------------------|---|---|--|
| Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)<br>1B4HS28Y7WS172032 | Vehicle Make<br>DODGE TRUCK           | Vehicle Model<br>DURANGO  | Vehicle Year<br>1998  | Current Odometer Reading<br>57,030   |
| Purchase Date<br>15 MAY 2000   | Dealer's Name<br>N/A                  | Engine Size (CID/CC/L)<br>5.2   | No Cylinders<br>8   | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input checked="" type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection  |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used                            | City _____ State _____ Zip Code _____ | Transmission Type<br><input type="checkbox"/> Manual<br><input checked="" type="checkbox"/> Automatic | Antilock Brakes<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No                                     | Restraint System<br><input checked="" type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Motorbelt<br><input checked="" type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> 2-Point Belt<br><input checked="" type="checkbox"/> Passengerside Airbag |
|  |                                       | Cruise Control<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No              | Drive Train<br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input checked="" type="checkbox"/> 4-Wheel | Vehicle Type<br><input type="checkbox"/> Car<br><input type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other   |
|  |                                       |   |   | Body Style<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input checked="" type="checkbox"/> Other   |

**FAILED COMPONENT(S)/PART(S) INFORMATION**

|   |  |   |  |
|---|--|---|--|
| Component<br>07443000<br>07480000<br>07437010 | Part Name(s)<br>POWER TRAIN:AXLE ASSEMBLY:BEARING:AXLE SHAFT<br>POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT<br>POWER TRAIN:DRIVELINE:DIFFERENTIAL RING AND PINION GEAR | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear | Failed Part(s)<br><input checked="" type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failures                                | Date(s) of Failure(s)<br>19 JUN 2000<br>Mileage at Failure(s)<br>59000<br>Vehicle Speed at Failure(s)<br>FREEWAY   | Failed Part(s) Available?<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input checked="" 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured<br>0 | Number of Fatalities<br>0 | Estimated Property Damage<br>0 | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|--|---|--------------------------------|---------------------------|--------------------------------|---|

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

VEHICLE WAS EXPERIENCING LOUD NOISE FROM THE REAR DIFFERENTIAL UNIT. TAKEN TO DEALER FOR REPAIRS, AND DEALER REPLACED DIFFERENTIAL RING AND PINION, AND REAR AXLE BEARING AT CONSUMER'S COST. ALSO, DEALER NOTICED THAT SOME OF THE BEARINGS WERE MISSING WHEN REMOVED. FEEL FREE TO PROVIDE FURTHER DETAILS. \*AK

NOTE: See attached report of repairs  
(2) Copy of letter (report) to MFG.

CONTINUE ON BACK IF NEEDED

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**Chrysler Customer Center**

P. O. Box 21- 8004

Auburn Hills, MI 48321-8004

27 June 2000

Re: 98 Dodge Durango /SLT+ Vin 1B4HS28Y7WF172032

Potential safety hazard: See file # 7351069

15 May 2000. Purchased from James Terrell 58,575 miles .....(As of present report, 27 June, 59,030 miles).

16 May 58,579 Miles. Safety Inspection, I/M test. Lube. Change oil, filter and air filter  
19 May 58,624 Miles Change Transmission oil, filter and gasket. Change transfer case oil  
22 May 58,657 Miles Rotate tires, new multi v-groove alternator belt (970K7)  
20 June 58,912 Miles Install Running Boards. Recall: Straps on fuel tank and spacer on brake tube (Doug Smith Dodge, American Fork)

20 June 58,945 Miles, give or take. While returning home on freeway after completion of above service a very angry sound began to come from underneath the vehicle in what seemed to be the transfer case area. Got off freeway and took a look but could see nothing unusual. Diverted to secondary roadways and streets. Drove slow in case of breakdown and possible loss of vehicle control. Also stopped at West Valley Dodge to have them take a look at it. They were closer now than Dough Smith.

After a short wait we were handed the keys and told we could go ahead and drive it. There was no problem. And what they could hear was a pretty normal sound for Durango. Wrong.....!

22 June 58,977 Miles It was NOT O.K..... Neighbors along our street even asked what that noise was, and said it was a terrible sound to be coming from a new car. And that they sure would not buy a Durango if they all sounded like that...! Drove slowly along residential streets to West Valley Transmasters Repair Service for second opinion. Within minutes they told me what the problem was and what it would cost to fix.... Replaced ring and pinion bearings, axle bearings and seals. Now it runs and sounds the way one would expect from a vehicle of this caliber ....!

Still have the parts they replaced.... But they should have lasted many, many more miles...!



Copy of INCIDENT REPORT } GOES WITH  
COPY OF REPAIR BILL } REF# 864154

