



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

2003 JUN -1 PM 1:30
04-JUN-2003

Repository ☐

Reference No.
10022305

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WILLIAMSTOWN State NJ Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 7/2/03

VEHICLE INFORMATION

Make DODGE		Model DAKOTA	Model Year 2001
Date Purchased 10/26/2000	Dealer's Name and Telephone Number BOB NOVICK (956) 451-0095		Engine: No. Cylinders SIX
Original Owner ☒	Dealer's City Bridgeton	State NJ	Zip Code 08302
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4x4	
Vehicle Component Code 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT			
Multiple Failures: 1			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 04-JUN-2003	Failure Mileage 79,472	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example: P215/65R15)
DOT No. (Example: D0TH4SABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure:
e.g., parts repaired or replaced (and if old part is available).

WHILE TRAVELING ABOUT 25MPH AND PULLING INSIDE OF A PARKING LOT RIGHT SIDE WHEEL ASSEMBLY BROKE OFF. *AK

over For comments
↓

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

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)

While making a turn into A BANK Parking Lot The complete Right Side Front Wheel Assembly, upper A ARM, Axles AND ALL other components OF The Four wheel Drive Assembly Fell OFF OF Truck, also CAUSING Brake Line To Break. IF This had happened AT ANY speed serious INJURY AND Damage could have Resulted. Chrysler Accepts no responsibility - The main Factor was Failure OF The upper Ball Joint which is a sealed unit AND Provides For no maintenance - This Truck was serviced Regularly AT The Dealer ship where it was purchased.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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 NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
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



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.safercar.gov/questionnaire

[rumpf]

From: "customerassist" <customerassist@daimlerchrysler.com>
To: [REDACTED]
Sent: Thursday, June 05, 2003 11:33 AM
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

✓ Chrysler
Response

Thank you for your recent email to DaimlerChrysler regarding your 2001 Dodge Dakota.

It's always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Senior Staff.

Thank you for taking the time to communicate with DaimlerChrysler. It is regrettable that a more favorable reply can not be provided.

Thank you again for writing.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 11325553

REPLY LINK: http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM145158C0KM&

Sincerely,

Diane
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

2001 dodge dakota with 79,000 miles has ball joint failure right front assembly falls completely off truck while moving and chrysler

✓ sent message

7/21/2003

assistance says [tough luck] a really nice company to buy new vehicles from

Comments:

this could have resulted in serious injury if it had happened on the highway. I have filed a complaint with the NHTSA explaining the situation

Sender Information:

Title: [REDACTED]

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

7/21/2003

**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).**