



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 100147

Date Received

2003 AUG -7
30-JUN-2003

Repository ☐

PH 3-25
Reference No.
10026143

OWNER INFORMATION (Type or Print)

Name

Address

City WATERFORD

State PA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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, your name or address to the vehicle manufacturer.

Signature of Owner Date 7/16/03

VEHICLE INFORMATION

Make

DODGE

Model

DURANGO

Model Year

2001

Date Purchased

2-10-02

Dealer's Name and Telephone Number

196-2066
HUMES CHRYSLER PLYMOUTH

Engine

No. Cylinders

Fuel Type

Original Owner

Dealer's City

WATERFORD

State

PA

Zip Code

16741

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

012000 STEERING COLUMN

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-FEB-2003

Failure Mileage

33966

Failure Speed

UPPER & LOWER BALL JOINTS
PASSENGER SIDE

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: DOTM15ABC036)

☐ 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

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; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING AT ANY SPEED AND WITH NO WARNING THE STEERING BOLTS ARE LOOSE AND IT IS CAUSING THE STEERING WHEEL TO JUMP AND ROCKING IT MAKES FOR CONSUMER TO STEER THE VEHICLE. DEEREN NOTIFIED NHTSA

~~WHILE DRIVING~~ I DID NOT REPORT THIS

???

OVER →

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)

FAILURE OF BALL JOINTS AFTER ONLY 33966 MILES ON VEHICLE. I HAVE READ THAT ~~OTHER~~ MANY OTHER DURANGOS HAVE DEVELOPED BAD JOINT EVEN IF AT LOWER MILEAGE THAN MINE. ALSO I KNOW OF A PERSON THAT THE TIRE FELL OFF CAUSING AN ACCIDENT. MY DEALER REPLACED UPPER JOINT BUT NOT BOTTOM. IT IS LOOSE BUT THEY SAY IT IS IN SPEC.

PLEASE LOOK INTO THIS MATTER, THIS IS A SAFETY CONCERN. THERE SHOULD BE A RECALL ON ALL UPPER OR LOWER BALL JOINTS OR REPLACED WITH BETTER QUALITY PARTS.

I THANK YOU

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 NHTL 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



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OWNER'S
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ON

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and dial toll free at

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DOT Auto Safety Hotline
(DASH) 2 DOT



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**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).**