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

2003 AUG 22 AM 9:39

FOR AGENCY USE ONLY 1368	
Date Received 22-JUL-2003	Repository ☐
	Reference No. 10029823

OWNER INFORMATION (Type or Print)

Name	[redacted]		
Address	[redacted]	Daytime Telephone Number 412-490-4641	E-mail Address
City NEW CUMBERLAND	State WV	Zip Code [redacted]	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 [redacted] *dress to the vehicle manufacturer.*
Signature of Owner [redacted] Date 7/28/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1B4HS28N82F542192	DODGE	DURANGO	2001

Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders	Fuel Type:
	Moon Township Dodge 412-269-1234			8	Unleaded
Original Owner ☒	Dealer's City Moon Township	State PA	Zip Code 15108		

Transmission Type		Powertrain	Vehicle Component Code
4 spd Automatic	☒ Antilock Brakes ☒ Cruise Control	4 wheel drive	Left upper with 021540 SUSPENSION:FRONT:CONTROL ARM: INNER BALL JOINT
			Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
~~12-JUL-2003~~ 21-JUL-2003	51040 initial 51944 repair	N/A	

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: DOTMALSAB0036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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).

CONSUMER STATED THAT WHILE DRIVING AND WITHOUT WARNING, BALL JOINTS ARE WEARING. DEALER NOTIFIED. *AK
Dealer stated at time of repair that right side control arm with ball joint within ~~legal~~ manufacturer allowable wear despite consumer complaint of its looseness and/or visable movement. Dealer refused to replace right side control arm and ball joint under warranty.

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

Name _____

Address _____

_____

Telephone _____

Vehicle _____

License _____

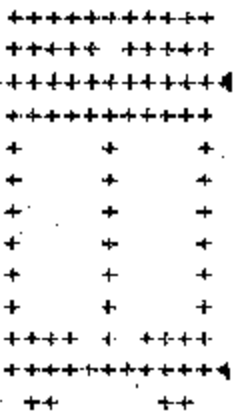
Mileage _____

Technician _____

Time and Date 10:59:36 11/01/02

Alignment Measurements

	Left	Right
Front		
Camber	- 0.1°	- 0.2°
Cross Camber	0.1°	
Caster	3.0°	3.2°
Cross Caster	- 0.2°	
Toe	0.05°	0.05°
Total Toe	0.10°	
Set Back	0.31°	
SAI	10.5°	0.0°
Included Angle	10.4°	- 0.2°



Name _____

Address _____

_____

Telephone _____

Vehicle _____

License _____

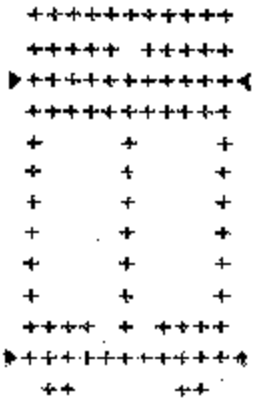
Mileage _____

Technician _____

Time and Date 10:55:35 11/01/02

Alignment Measurements

	Left	Right
Front		
Camber	- 0.1°	- 0.2°
Cross Camber	0.1°	
Caster	3.0°	3.2°
Cross Caster	- 0.2°	
Toe	0.00°	0.04°
Total Toe	0.04°	
Set Back	0.29°	
SAI	10.5°	0.0°
Included Angle	10.4°	- 0.2°



Name _____

Address _____

_____

Telephone _____

Vehicle _____

License _____

Mileage _____

Technician _____

Time and Date 10:48:17 11/01/02

Vehicle Specifications

Dodge Truck/Van
00>01 Durango 4X4

	Spec.	Tol.
Front		
Left Camber	- 0.25°	0.50°
Right Camber	- 0.25°	0.50°
Cross Camber		0.50°
Caster	3.30°	0.50°
Cross Caster		0.50°
Total Toe	0.10°	0.06°
Rear		
Camber	.....°	.....°
Total Toe	.....°	.....°
Toe Units		
Degree		

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).