



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 100145

Date Received
2003 AUG 15 AM 10:21
23-JUL-2003

Repository
Reference No.
10029920

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City WHITSETT State NC Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening Telephone Number [Redacted]
E-mail Address [Redacted]

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, do you provide your name or address to the vehicle manufacturer?
Signature of Owner [Redacted] Date 8/18/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1B4HS2BY1WF146764

Make DODGE Model DURANGO Model Year 1998

Date Purchased Feb 1998 Dealer's Name and Telephone Number FRANKLIN Ford - Mercury, INC. (703) 483-0253 Engine: No. Cylinders 8 Fuel Type: Regular

Original Owner Dealer's City Rocky Mount State VA Zip Code 24451

Transmission Type Automatic Antilock Brakes Powertrain 4WD Vehicle Component Code 021520 SUSPENSION;FRONT:CONTROL ARM;UPPER BALL JOINT Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 03-JUL-2003 Failure Mileage 89000 Failure Speed ?

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]

DOT No. (Example: DOTM4SABC036) Original Equipment Prior Repair Failure Location: [Redacted]

Tire Component Code [Redacted] Tire Failure Type [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]

Seat Type: [Redacted] Installation System: [Redacted]

Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 [Redacted] Number of Deaths [Redacted] 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).

CONSUMER STATES UPPER BALL JOINTS WEAR PREMATURELY. DEALER NOTIFIED. *AK
MY FRONT END FAILED AT 42,000 miles & was repaired.
2 1/2 years later, at 88,000 miles, it failed again!
I had to pay \$100 for the first failure and \$200 for the second failure. NO truck should have the front end fail like that! Something is wrong with design or materials, in my opinion.

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

The Privacy Act of 1974 (Public Law 93-502) 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.