



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 395
2003 SEP 12 AM 8:50
Date Received Repository
23-JUL-2003 Reference No.
10030004

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City SEWELL State NJ Zip Code _____
Daytime Telephone Number _____ E-mail Address _____
Evening Telephone Number _____

Do you authorize NHTSA to contact 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 8/16/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1B4H528Y4WF218013 Make DODGE Model DURANGO Model Year 1998
Date Purchased 8/20/98 Dealer's Name and Telephone Number Martin Dodge
Original Owner _____ Dealer's City Turnersville State NJ Zip Code 08012 Engine: No. Cylinders 8
Transmission Type A Antilock Brakes Powertrain _____
Cruise Control Vehicle Component Code 021000 SUSPENSION:FRONT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) _____ Failure Mileage 10 Failure Speed _____

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: DOTM4SABC036) 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, if possible, including date and location.)
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 (e.g., parts repaired or replaced (and if old part is available)).

CONSUMER TOOK VEHICLE IN FOR PULLING TO THE LEFT. TOOK IT TO DODGE, AND DODGE ALIGNED THE VEHICLE. LATER, PROBLEM RESURFACED. *AK

* Ball Joints had to be replaced @ 44,246 on 11/5/01 502.00. Both my mechanic and Mt Ephraim Dodge informed me this is not normal. Ball Joints should not need replacing until approx 90,000 miles. Car constantly had problems w/

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 Administration 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.

front end. w/in first 10,000 miles veh had 3 wheel alignments and numerous alignments until I purchased new veh 7/03.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Constantly had to pay for Wheel Alignment. Front end always felt loose. I also had to have 2 Serpentine Belts replaced in this vehicle. I maintain my vehicle regularly. Oil changed every 3,000 miles. Tires rotated 7,500. Condition Tires Upst when required, general maintenance completed.

Enclosed is my copies of the Replacement of Ball Joints Receipt completed 01/01.

Thank you for your help.

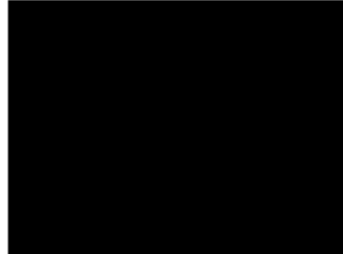
ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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

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SEP 05 2003

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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

1-888-327-4238

DOT Auto Safety Hotline (DASH) 2 DOT



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Washington, DC 20590

**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).**