



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 1367

Date Received
2003 SEP 12 AM
24-JUL-2003

Repository
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OWNER INFORMATION (Type or Print)

Name
Address
City LAUREL State MD Zip Code

Daytime Telephone Number
Evening Telephone Number

E-mail Address

Do you authorize NHTSA to contact the manufacturer of your vehicle? YES NO
In the absence of an authorized name or address to the vehicle manufacturer.
Signature of Owner Date 8/25/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4H528YXWF143558
Make DODGE Model DURANGO Model Year 1998
Date Purchased 2-15-02 Dealer's Name and Telephone Number Auto Wholesalers
Engine: No. Cylinders 8 Fuel Type: Gas
Original Owner Dealer's City Manassas State Va Zip Code 22111
Transmission Type Auto 4WD Antilock Brakes Cruise Control Powertrain
Vehicle Component Code D21520 SUSPENSION FRONT: CONTROL ARM: UPPER BALL JOINT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) Failure Mileage 34900 34188 Failure Speed Ball joints Failed 2-16-02 W025807
Ball joints Replaced 8-14-02 Invoice 12361

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make The Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code The 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 HAVING VEHICLE INSPECTED CONSUMER WAS INFORMED THAT UPPER BALL JOINTS WERE BAD AND NEEDED REPLACEMENT. *AK

2402
LMG, INC ta
Johns Hopkins Texaco
Rt 29 & Johns Hopkins Rd
Laurel, MD 20723
301-490-4436
W.O.# 25807
ABS light on

Replaced 8-14-02
Thoroughbred Trans
11011 Scaggsville Rd
Laurel, MD 20723
301-317-7886
Invoice 12361

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. 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 responses 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 responses, 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)

After we bought this truck we took it to be inspected. It failed. The ball joints were bad. Our dealer had it re-inspected and now in he holds it perfectly. Then later still checking out they are bad and had them replaced on 8-18-03

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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DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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http://www.safercar.gov