

Jordan, Michael

From: ODIWebUser@www.odi.nhtsa.dot.gov
Sent: Tuesday, February 10, 2004 11:28 AM ✓
To: Data, Odi
Subject: Comments from ODI web user

FULL NAME: [REDACTED]
EMAIL : [REDACTED]
SUBJECT : SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT

GAFF
~~XXXXXXXXXX~~
EVOR

WEB USER COMMENTS:

I was reading through a number of Complaints for the 2000 Dodge Durango with complaints for the part listed in the Subject line. I read about 80 of the 166 listed and found 6 complaints where the wheel assembly (suspension) separated or collapsed beneath the vehical. These happened while driving, but the box marked for "Crash" was not checked.

Two questions:

1. Is the NHTSA considering these as crashes when dealing with Dodge? I don't believe they are as I only saw 4 crashes listed in the Defect Investigation papers posted for this problem.

2. When I filled out my complaint for this problem, I know I checked the box that to indicate this was a crash and the web page did not retain that setting. I contacted the NHTSA by phone to update this, and it still isn't corrected. So, does the NHTSA consider a vehical in motion and having its entire front suspension collapse a crash? If yes, then you may want to look at these complaints a little closer. I found the following "crashes" in just the first 80 complaints (10028801, 10030368, 10043883, 10034118, 10033305, 10043578)


Thank you

[REDACTED]
Complaint: 10030368

This mail was sent using the Contact form from <http://www-odi.nhtsa.dot.gov> web site.

has not been logged either

*WMP
GAFF
2/15/04*

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received 29-JUL-2003	Repository <input type="checkbox"/>		Reference No. [REDACTED] 100
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	PA	Zip Code		
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.					
Signature of Owner				Date	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make	Model	Model Year
			DOODGE	DURANGO	2000
Date Purchased	Dealer's Name and Telephone Number		Engine	Fuel Type:	
19-SEP-99			No. Cylinders 8	Gas	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>					
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code		
AUTOMATIC	<input checked="" type="checkbox"/> Cruise Control	4 WHEEL DRIVE	021520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT		
			Multiple Failure: 1		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s)	Failure Mileage	Failure Speed			
03-MAR-2003	80000	25			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
The Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOT N419A80136)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
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, failure(s), crash(es), and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	Y	
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).					
2000 DURANGO WITH 80,000 MILES. UPPER BALL JOINT FAILED, CAUSING THE UPPER CONTROL ARM (AND DRIVERS SIDE WHEEL) TO SEPARATE FROM THE VEHICAL. THE TRUCK VIOLENTLY VEERED AND SKIDDED UNTIL IT CAME TO REST ON THE SIDE OF THE ROAD. LUCKLY THIS OCCURED AT ONLY ABOUT 25MPH, TWO MINUTES BEFORE THE VEHICAL WAS AT HIGHWAY SPEEDS! *AK BA03-023					
Include, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
<small>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.</small>					