



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 100147

Date Received: 2003 SEP 15 PM 1:55
29-JUL-2003
Repository:
Reference No.: 10031330

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: RALEIGH State: NC Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to contact the manufacturer of your vehicle? YES NO
In the absence of a signature, your name or address to the vehicle's manufacturer.
Signature of Owner: [Redacted] Date: 9/13/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4-HS2875YF-137520
Make: DODGE Model: DURANGO Model Year: 2000
Date Purchased: March 2000 Dealer's Name and Telephone Number: AL Smith Dodge
Original Owner: Dealer's City: Raleigh State: NC Zip Code: 276
Engine: 5.9L Fuel Type: Reg
No. Cylinders: 8cy
Transmission Type: Automatic
 Antilock Brakes
 Cruise Control
Powertrain: [Redacted]
Vehicle Component Code: 02L520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT
Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 09-JUL-2003
Failure Mileage: 51,472
Failure Speed: Less than 50 mph
Failure Description: upper ball joint ~~broken~~ right side

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: DOTM15ABC136): [Redacted] 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), control, and injury/loss.)

Crash: Yes No
Fire: Yes No
Number of Persons Injured: None
Number of Deaths: None
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 THAT UPPER BALL JOINT IS WEARING OUT. DEALER NOTIFIED. *AK

While driving through a parking lot my wife approached a speed bump + slowly went over it. Upon going over the speed bump, the right upper ball joint broke leaving the tire on a 45 degree angle. My two kids + wife were in the vehicle at the time. The car vehicle was towed on a flat bed to the Al Smith Dodge dealer. The upper ball joint was

Include, if available: Police/Fire Department Report, Photos, and Repair 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 Administration and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to make 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.

rusty. we were told that the upper ball joint was not packed properly with grease from the factory.

Both ball joints were replaced on the vehicle at no cost.

I am very fortunate that this happened while moving at a slow pace.

Thanks for taking this event serious. It could have been much worse.

Thanks



**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).**