



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-DA9H-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received

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Reference No.  
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**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: PHILADELPHIA State: PA Zip Code: [Redacted]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date: 1/1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4HS2BYXWFL04808 Make: DODGE Model: DURANGO Model Year: 1998  
Date Purchased: 9/99 Dealer's Name and Telephone Number: Gary Barbera's 215-487-0850 Engine: No. Cylinders: 8 Fuel Type: unleaded  
Original Owner:  NO Dealer's City: Phila. State: Pa. Zip Code: 19128  
Transmission Type: Automatic  Antilock Brakes Powertrain  Cruise Control Vehicle Component Code: 021520 SUSPENSION:FRONT:CONTROLARM:UPPER BALL JOINT Multiple Failure: 2

**FAILED COMPONENT(S) INFORMATION**

Incident Date(s): 4/03 Failure Mileage: 140784 Failure Speed: 50mph Upper and Lower Ball Joints and front suspension (51146)

**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: DOTM1SABC036)  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(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

Memorable 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).

DRIVER HAS PROBLEM STEERING AND CONTROLLING VEHICLE WHICH IS CAUSED BY UPPER BALL JOINT FAILURE \*AK  
also Lower Ball joints and this also causes premature wear and tear on tires

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 being collected to publish, or to authorize its publication, in the National Highway Traffic Safety Administration's Motor Vehicle Defect Reports. You are under no obligation to respond to this information. Your response may be used to help the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with an administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.