



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 100184

Date Received: 2003 SEP 12 PM 2:36
12-AUG-2003
Repository
Reference No. 10033776

OWNER INFORMATION (Type or Print)
Name: [Redacted]
Address: [Redacted]
City: RENO State: NV Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a signature or address to the vehicle manufacturer, Signature of Owner: [Redacted] Date: 9/12/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: LB4HS2BY5WF135593
Make: DODGE Model: DURANGO Model Year: 1998

Date Purchased: 9/01 Dealer's Name and Telephone Number: PURCHASED USED @ 33,000 MI
Original Owner: [Redacted] Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]
Engine: No. Cylinders: 8 Fuel Type: UNLEADED

Transmission Type: AUTOMATIC Antilock Brakes Powertrain: [Redacted] Cruise Control
Vehicle Component Code: 021520 SUSPENSION;FRONT;CONTROL ARM;UPPER BALL JOINT
Multiple Failure: 2 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 11-11-2003 Failure Mileage: 59000 Failure Speed: [Redacted]
FIRST WORN TIRES AT 33,000 THEY IMMEDIATELY STARTED TO WEAR, DUE TO WORN BALL JOINTS

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: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [Redacted]
The Component Code: [Redacted] The 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), crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured: 0 Number of Deaths: 0 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).

PE 03-032/ FRONT SUSPENSION: UPPER BALL JOINT FAILURE. CONSUMER STATED THAT THE UPPER BALL JOINTS HAVE COMPLETELY WORN OUT, CAUSING THE UNEVEN WEAR OF TWO SETS OF FRONT TIRES. *AK

WHEN THE VEHICLE WAS PURCHASED AT 33,000, THERE WAS CONSIDERABLE "PLAY" IN THE STEERING WHEEL. THE TIRES WERE 30,000 MILE TIRE. THEY WERE TOTALLY WORN OUT AT 66,000. WHEN I WENT TO REPLACE THE TIRES, I WAS TOLD THE VEHICLE

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.

(over)

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

COULD NOT BE ALIGNED BECAUSE BALL JOINTS HAD EXCESSIVE WEAR. (SEE ENCLOSED ESTIMATE.)

I TOOK THE VEHICLE TO THE DEALERSHIP WHO ADMITTED THAT THIS TURNING HAD HAD BALL JOINT PROBLEMS BUT THEY ONLY OFFERED TO FIX THEM AT A PRICE HIGHER THEN THE ESTIMATE FROM THE TIRE STORE.



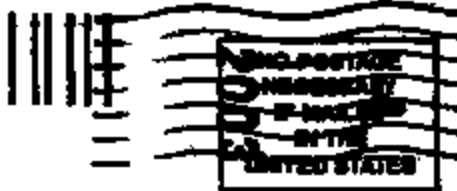
ATTACH ADDITIONAL SHEETS IF NECESSARY

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

2003



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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OR

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and dial toll free at

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1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.safercar.gov>

**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).**