



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 AM 9:05
18-AUG-2003

Repository
Reference No.
10034152

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City KINGMAN State AZ Zip Code [REDACTED]

Daytime Telephone Number
9287531445
Evening Telephone Number

E-mail Address [REDACTED]

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
Make DODGE Model DURANGO Model Year 2000
Date Purchased Dealer's Name and Telephone Number Engine: No. Cylinders Fuel Type:
Original Owner Dealer's City State Zip Code
 Original Owner
Transmission Type Antilock Brakes Powertrain Vehicle Component Code
 Cruise Control 021520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-JUL-2003 Failure Mileage 99000 Failure Speed

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: DOTM1A9ABC035) 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 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: THE UPPER BALL JOINTS PREMATURELY WORE OUT AND WHEEL SEPARATED.
*AK

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 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

When I bought my Durango (2000) it had 50,000 miles on it. I kept complaining on how hard the front end would shimmy and shake. It would even hit hard if you would hit the smallest bump. I kept taking it into the dealer I got it from. They kept telling me nothing was wrong. Finally after getting close to my 3rd set of tires in a year and half they found the problem. Upper and lower Ball joints are extremely worn out. I was told that it would be a matter of time it would bust.

Sincerely Concern,


8-26-03