



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 252

Date Received: 2003 SEP 15 PM 2:15  
Repository:   
Reference No.: 10031426

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: SUFOLK State: VA 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  
In the absence of an authorized signature, NHTSA will NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 8/31/03

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4H528Y8W F189924  
Make: DODGE Model: DURANGO Model Year: 1998  
Date Purchased: 5/7/98 Dealer's Name and Telephone Number: Brandon Dodge Inc. 813 690-4300  
Engine: 5.2 Ltr No. of Cylinders: 8 Fuel Type: gasoline  
Original Owner:  Dealer's City: Tampa State: FL Zip Code: 33619  
Transmission Type: Automatic  Antilock Brakes Powertrain: 4 wheel drive  
 Cruise Control Vehicle Component Code: 021520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 22-AUG-2003  
Failure Mileage: 115849  
Failure Speed: NA

**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: DOTM15ABC036): [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 check to detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] 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).

DRIVER'S SIDE WHEEL HAS A LOUD SQUEAKING NOISE DUE TO CORROSION OF THE UPPER BALL JOINT. THROUGH A INSPECTION THIS PROBLEM WAS SPOTTED. \*AK

There was a squeaking/clinking/grinding noise from driver's side front wheel area. Upon not taking the tire off for inspection, upper ball joint grease boot was non-existent (deteriorated) and ball joint assembly appeared to be failing. Took vehicle to dealership for service and they determined that all 4 ball joints needed to be replaced for safety reasons. See attached repair invoice.

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 enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**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).**