



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 1367

Date Received

Repository

AM 12:04  
25-AUG-2003

Reference No.

10034446

**OWNER INFORMATION (Type or Print)**

Name

Address

City

MINNEAPOLIS

State MN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle?  
In the absence of an address or address to the vehicle manufacturer.  
Signature of Owner

YES  NO  
Date 12/10/03

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number  
1B4HS26Y2WF179566

Make  
DODGE

Model  
DURANGO

Model Year  
1998

Date Purchased  
1999

Dealer's Name and Telephone Number  
Kaufman Dodge

Engine:  
No. Cylinders  
8

Fuel Type:  
Gas

Original Owner

Dealer's City  
Kaufman, Minnesota

State  
MN

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code

021520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT

Cruise Control

Multiple Failures: 1

Automatic

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

Incident Date(s)  
N/A

Failure Mileage  
67000

Failure Speed  
N/A

**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: DOTM4L9ABC036)

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes  No

Yes  No

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).

WHILE VEHICLE WAS BEING SERVICED DEALERSHIP INDICATED THAT UPPER BALL JOINTS HAD WORN AND NEEDED REPLACEMENT. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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 specific request. 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.

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

AS OF THIS DATE HAVE NOT INCURRED AN ACCIDENT. MY MAIN COMPLAINT WITH THIS VEHICLE IS THAT SOMETHING LIKE THE UPPER BALL JOINTS SHOULD NOT HAVE GONE BAD WITH THE TYPE OF DRIVING WE HAVE DONE WITH THIS TRUCK. IT HAS NEVER BEEN "DRIVEN" OFF ROAD, HAS BEEN MOSTLY IF NOT EXCLUSIVELY HIGHWAY DRIVEN. THE CAR HAS BEEN CAREFULLY TAKEN CARE OF. WE WERE INFORMED OF THE BALL JOINT ~~PROBLEM~~ PROBLEM BY A FRIEND WITH THE SAME VEHICLE. I BELIEVE THAT CHRYSLER SHOULD COVER THE EXPENSE TO REPAIR THIS VEHICLE BEFORE ANY MAJOR ACCIDENT(S) OCCUR. THANK YOU FOR HEARING THE REPORT.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation  
National Highway Traffic Safety Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**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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OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

**DASH2DOT**

and dial toll free at

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**1-888-327-4236**

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(DASH) 2 DOT



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