



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 1368

Date Received
2003 SEP 02 12:55

Repository
Reference No.
10098398

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CLINTON State CT 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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 9/2/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1B4HS2BN1YF216924 Make DODGE Model DURANGO Model Year 2000
Date Purchased _____ Dealer's Name and Telephone Number _____ Engine: _____ Fuel Type: _____
Original Owner Dealer's City _____ State _____ Zip Code _____
Transmission Type _____ Antilock Brakes _____ Powertrain _____ Vehicle Component Code
 Cruise Control _____ 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 02-SEP-2003 Failure Mileage 59900 Failure Speed 55

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

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;
ie, parts repaired or replaced (and if old part is available).

WHEN DRIVING 35 MPH FRONT BALL JOINT SNAPPED, CAUSING FRONT PASSENGER SIDE WHEEL TO COME OFF. CONSUMER WAS FORCED TO PULL OVER. HAD VEHICLE TOWED TO BENCHMARK, BUT THE PROBLEM HAS NOT BEEN RESOLVED. *AK
Autobody Loss of control

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 response, 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)

Trammatized by Accident, Afraid To drive

Nationwide Insurance unaware of the National Highway Traffic Safety - Office of Defects, unaware that 81 other vehicles had same problem

I have the parts, Daimler Chrysler did not pick up the parts like they said they would at the Auto Body repair

It has been over 2+ months, I have not heard from Chrysler

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



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) & DOT



US Department of Transportation National Highway Traffic Safety Administration Washington, DC 20590





August 25, 2003

[REDACTED]
Clinton, CT [REDACTED]

Dear Mr. and Mrs. [REDACTED]:

Thank you for contacting DaimlerChrysler Corporation with regard to your 2000 Dodge Durango, VIN 1B4HS28N1YF218924. I am in the process of reviewing your file and will inform you of our decision as soon as practicable. If I determine that a vehicle inspection is necessary, someone will contact you soon to set up an appointment convenient to your schedule.

If you have any questions regarding this matter, I may be reached at the number below.

Very truly yours,



Ryan A. Polkowski
Customer Claims Resolution Group
(248) 512-4028
(248) 512-4051 (fax)
ap99@dcx.com