



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 1388

Date Received: 2004 JAN - 8 31 OCT 2007
Repository:
Reference No.: 10046131

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: CHARLOTTE State: NC Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: Same

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of [Redacted] NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 11/16/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4HS28Y7WF226834
Make: DODGE Model: DURANGO Model Year: 1998
Date Purchased: [Redacted] Dealer's Name and Telephone Number: Metrolina Dodge
Original Owner: Dealer's City: Charlotte State: NC Zip Code: 28273
Engine: No. Cylinders: [Redacted] Fuel Type: unleaded regular
Transmission Type: Antilock Brakes Powertrain: [Redacted] Vehicle Component Code: 021620 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 22-OCT-2003 Failure Mileage: 95000 Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P216/96R16): [Redacted]
DOT No. (Example: D0FMAL9ABC038): [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 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: 0

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 DRIVING CONSUMER HEARD A LOUD SQUEAKING NOISE COMING FROM THE FRONT. DEALERSHIP'S MECHANIC INFORMED THE CONSUMER FRONT BALL JOINTS WORE OUT. *AK
While driving, heard soft, sporadic squeaking noises from chassis. Have had all scheduled maintenance performed by dealer in timely fashion, so brought vehicle in and mentioned unknown noise. Mechanic had trouble locating, then came back + told me vehicle was unsafe to drive, wheels could fall off + I needed new ball joints at cost of \$1,400. Wanted me to sign a waiver of liability if I took vehicle without having work done. After all my regular maintenance, I

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 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.

am appalled and feel the word should be gotten out as families and others on the road could be injured or worse by such a vehicle failure, and it was only by chance that this was caught. Plus I resent strong arm tactics of dealership - I drive carspool + had no choice but to get the work done.