



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 100145

Date Received: 05-DEC-2003
Repository:
Reference No. 38
10050140

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: LOUISVILLE State: KY 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 your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 2/16/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number (Located at bottom of windshield on driver's side): 1B4HS28N9YF184420
Make: DODGE Model: DURANGO Model Year: 2000
Date Purchased: 02-28-00 Dealer's Name and Telephone Number: Cardinal Dodge 5311 Dixie Highway
Engine: Max Cylinders: 8 Fuel Type: Reg. Unleaded
Original Owner: Dealer's City: Louisville State: KY Zip Code: 40216
Transmission Type: 4SRFE Multi speed Anti-lock Brakes Cruise Control Powertrain: Auto / 5 speed
Vehicle Component Code: 021520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 01-DEC-2003 Failure Mileage: 53000 Failure Speed: All four upper & lower ball joints broke

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/85R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [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: 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).

UPPER BALL JOINTS FAILED AT 53,000 MILES. *AK
Sometimes around Thanksgiving I started feeling something different when driving my truck. I thought it was in the steering or somethings. I took the truck into the dealer on December 1, 2003, and was told that all four of my upper and lower ball joints were out, and that I should replace them immediately for the cost of \$800.00. After discussing this with my husband, we had the truck repaired by someone else. We took the car in on December 4, 2003, and was told because the truck was somewhat new it would take longer than expected to repair, because no one had the parts available, the parts came in on Tuesday Dec. 9, 2003. Total cost for repairs \$542.82

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-578 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.

[REDACTED]
[REDACTED]
Louisville, KY
[REDACTED]

December 16, 2003

On December 1, 2003 I made a call to Diangler Chrysler Corporation to register a complain regarding my 2000 Dodge Durango. I was informed that at this particular time they (Chrysler) were being investigated about this situation. I asked what could be done about the fact the my "new" truck's upper and lower ball joints had gone out, and I was told, that they could not help me and all I could do was to get the truck repaired.

I made another call to the Corporation on December 5, 2003 after I had paid for the parts for my vehicle. I asked them how would I know that the parts that I had just paid for were not defective also. The woman asked me for my VIN number to my truck and then the parts number, I gave them to her and she proceeded to explain to me that those parts were manufactured at a different time. I pray that all is well with these parts, but only time will tell. I was given the 1-800 number by the dealer, because I was so upset that this had happen to my vehicle because it was just in their care in July for brakes and again in October for oil change, and I thought that this was something that they should have notice. The guy in service explained that there is no way to detect something like this in advance. And besides this parts should have not gone out on this truck so soon.

Truly, up until this I had really enjoyed this truck. I've taken it on the road for vacations, and the kids and I really loved it, and i was considering getting another one, but after this, and along with the corporation's attitude I'm convinced I will never lease, buy or rent one of these trucks again. And I was a very satisfied customer. I have enclosed a copy of my Invoice for repairs to my truck.

Sincerely yours
[REDACTED]

**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).**