



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 100161

Date Received

FM 2:35

23-DEC-2003

Repository

Reference No. --  
10051968

OWNER INFORMATION (Type or Print)

Name: [REDACTED]  
Address: [REDACTED]  
City: ROANN State: IN Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4H52RY3V [REDACTED]  
Make: DODGE Model: DURANGO Model Year: 1998  
Date Purchased: 2/9/98 Dealer's Name and Telephone Number: MIKE ANDERSON DODGE INC. (765) 674-3394  
Original Owner:  Dealer's City: MARION State: IN Zip Code: [REDACTED] Engine: No. Cylinders: 8 Fuel Type: GAS  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control  
Powertrain: \_\_\_\_\_ Vehicle Component Code: 021520 SUSPENSION: FRONT: CONTROL ARM: UPPER BALL JOINT  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): \_\_\_\_\_ Failure Mileage: 73189 Failure Speed: \_\_\_\_\_

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: DOTM19ABC036)  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), condition, and observed.)

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

THE CONSUMER SAW A NEWS REPORT ABOUT THE BALL JOINTS ON DODGE DURANGOS AND TOOK HIS VEHICLE TO THE DEALER FOR INSPECTION. THE MECHANIC DETERMINED THAT THE UPPER AND LOWER BALL JOINTS WERE IN "BAD SHAPE" AND MUST BE REPLACED. PLEASE PROVIDE ANY ADDITIONAL INFORMATION. \*NLM

THIS VEH. IS ONLY 5 YEARS OLD AND THE BALL JOINTS SOULDNT BE BAD IN THAT SHORT OF TIME, UNLESS POOR METAL WAS USED TO MAKE THEM, IF THAT IS THE CASE THEN IT IS A SAFETY PROBLEM, I COULD BE GOING DOWN THE ROAD AT 55MPH AND THEY BREAK WHICH

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.

over

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

COULD CAUSE A SERIOUS ACCIDENT. CHRYSLER SHOULD HAVE A RECALL ON THESE BALL JOINTS BEFORE THAT HAPPENS.

ALL THE VEHICLES I HAVE OWNED, I DROVE FOR 10-11 YEARS I CAN'T AFFORD TO TRADE VEH. THAT OFTEN. CHRYSLER SHOULD STAND BEHIND THEIR EQUIP. OR I WON'T BUY ANOTHER

HERE IS A COPY OF THE INSPECTION NEEDING BOTH UPPER & LOWER BALL JOINTS REPLACED

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 75173 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**

1-888-327-4238

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(DASH) 2 DOT



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**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).**