



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 100147

Date Received
FEB 26 AM 10:05
07-JAN-2004

Repository
Reference No.
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OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City WESTWEGO State LA 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 authorized signature, you provide your name or address to the vehicle manufacturer.
Signature of Owner [Redacted] Date 1/26/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1B4HS28N6YF298259
Make DODGE Model DURANGO Model Year 2000
Date Purchased [Redacted] Dealer's Name and Telephone Number Ray Brand Body 36
Original Owner [Redacted] Dealer's City Corona Hawaii State LA Zip Code 70058 Engine No: 8 Cylinders Fuel Type: Unleaded
Transmission Type [Redacted] Antilock Brakes Powertrain [Redacted] Cruise Control
Vehicle Component Code 021520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 22-DEC-2003
Failure Mileage [Redacted] 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 P215/65R15) [Redacted]
DOT No. (Example: DOTM16ABC036) 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

Maker: [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 [Redacted] Number of Deaths [Redacted] 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).

CONSUMER TOOK VEHICLE INTO THE DEALERSHIP FOR INSPECTION, AND MECHANIC INFORMED CONSUMER THAT THE UPPER BALL JOINTS FAILED. *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 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)

Purchased Dodge Durango in 10/2000 with 5329 miles
Dodge Truck in for service. First useful diagnosis was told that
the Tire Balance was broken and that it needs to be repaired.
Was told that it would cost at least \$850.00 dollars and that it
would not hold any alignment matter how many times I get it
aligned. Dealers had been making a noise for quite sometime,
but mechanical dealership said that they could not find anything
wrong with Truck. So, I also took SUV to an overhauled service
personal to check out the Battery to make sure that it was
in good condition and I also asked them to change the oil,
well to my surprise I was told the Battery was off and that
they changed the oil. When I brought my Truck home it was
leaking all over in a week's time I was
purchasing a new battery for my Durango.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



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NECESSARY
IF MAILED
IN THE
UNITED STATES

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POSTAGE WILL BE PAID BY MAIL. NAVY. 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**

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COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

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(DASH) & DOT



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Administration
http://www.nhtsa.gov/dot

My Durango is a least SUV. I bought it back too soon
but was told that I could go back and get it if I
wanted to. so I did. But after seeing the news report
on T.V. and reading it on the internet. I am so
~~scared~~ afraid to ride in my Durango the fear of the
ball joint falling off like the lady in the news ^{and her}
tire came off. I have read several articles on the internet
to that effect. That's when I call the dealership to find
out if there would be a recall and was told that they heard
of no such thing. And if so Chrysler would be the
one to do the recalling. And that I would get a
letter in the mail. ^{so my question is what do I do in the}
meantime about driving my Durango. It has about
48,000 miles on it and I ~~could~~ drive it until it reaches
53,000 miles. That's when I contacted you all. That's