



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 100192

Date Received

2004 FEB 18 AM 10:35
08-JAN-2004

Repository ☐

Reference No.
10053703

OWNER INFORMATION (Type or Print)

Name

Address

City

INDEPENDENCE

State

MO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
In the absence of an owner
Signature of Owner

Signature of Owner

☐ YES ☒ NO

Date 1/24/04

VEHICLE INFORMATION

12 digit Vehicle Identification Number (Location: bottom of vehicle, on driver's side)

1B7GG12X025620395

Make

DODGE

Model

DAKOTA

Model Year

2002

Date Purchased
Oct 14 03

Dealer's Name and Telephone Number

Landmark Dodge

Engine:

No. Cylinders

6

Fuel Type:

Gas

Original Owner
☒

Dealer's City

Independence - Independence

State

MO

Zip Code

Transmission Type

Automatic

☐ Antilock Brakes

☐ Cruise Control

Powertrain

3.9 V6 w/ TRANSFER CASE

Vehicle Component Code

021620 SUSPENSION: FRONT: CONTROL ARM: UPPER BALL JOINT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

10-29-03

Failure Mileage

44,000

Failure Speed

UPPER RIGHT BALL JOINT
UPPER LEFT

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM18ABC036)

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

CONSUMER COMPLAINED ABOUT A BALL JOINT PROBLEM. CONSUMER TOOK VEHICLE TO DEALER TO HAVE TIRES REPLACED WHEN IT WAS NOTICED THAT THE BALL JOINTS WERE DEFECTIVE. *AK

DURANGO'S
& DAKOTAS

front wheels
eventually will fail off

GREASE
WASHES OUT
NO PLACE TO GREASE ball joints,
will fail

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 responses 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)

2 weeks after purchase had new tires put on front & align

Could not align front end, Right upper ball joint about to fail & come out, Had NHTA replace ball joint & align - at this time they also informed me left upper ball joint was going bad

I received a vehicle inspection from Landmark two weeks earlier & they failed to correct problem if it was inspected at all.

I traded in a CHEV S10 Extended Cab 4x4 that I purchased NEW in 1989 it had 198,000 miles on it, & NEVER did I replace a ball joint

ATTACH ADDITIONAL SHEETS IF NECESSARY

I Hope no accident is written in blood behind a recall is issued

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 72175 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Hand
SORT

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
Washington, D.C. 20590
http://www.dhs.gov/nhtsa

Customer Name

Date 10-29-03

Part Checked

Suggested Part / Service

Required Part / Service

Year 02 Make Dodge

Model Dakota SXT 4x4

FRONT SYSTEM

THIRD PART

CONDITION SPECIFICATION

CONTENTS



Steering Components

TIE ROD	RIGHT	INNER	LOOSE BINDING SLEEVE		OUTER	LOOSE BINDING SLEEVE	
	LEFT	INNER	LOOSE BINDING SLEEVE		OUTER	LOOSE BINDING SLEEVE	
BALL JOINT - Spec. Type	RIGHT	UPPER	PERCEPTIBLE	WEAR IND	ACT	TRQ TEST	
		LOWER	PERCEPTIBLE	WEAR IND	ACT	TRQ TEST	
	LEFT	UPPER	PERCEPTIBLE	WEAR IND	ACT	TRQ TEST	
		LOWER	PERCEPTIBLE	WEAR IND	ACT	TRQ TEST	
RACK AND PINION	LEAKING LACK OF POWER ASSIST BINDING BELLOWS BUSHINGS						
WHEEL BEARINGS	TYPE NON DRIVE PRESSED HUB BOLT ON HUB 4WD/HD AXLE NOISE PLAY						
OTHER	DESCRIPTION: LOOSE DAMAGED PITMAN ARM IDLER ARM						



Suspension

RIDE HEIGHT: VISUAL	FRONT SPECIFICATION:				ACTUAL: RIGHT		LEFT	
SPRINGS	RIGHT	LEFT	COIL	LEAF	TORSION BAR		CRACKED	BROKEN
BUSHINGS	SWAY BAR		STRUT ROD		TRAILING ARM		CONTROL ARM	



Shocks/Struts

SHOCKS/STRUTS	RIGHT	BROKEN		LEAKING		BENT		DUST BOOT		
	LEFT	BROKEN		LEAKING		BENT		DUST BOOT		
BEARING PLATE	RIGHT	NOISE		BINDING		BROKEN		LOOSENESS		
	LEFT	NOISE		BINDING		BROKEN		LOOSENESS		



Steering Components

TIE ROD	RIGHT	INNER	LOOSE BINDING SLEEVE		OUTER	LOOSE BINDING SLEEVE	
	LEFT	INNER	LOOSE BINDING SLEEVE		OUTER	LOOSE BINDING SLEEVE	
BALL JOINT - Spec. Type	RIGHT	UPPER	PERCEPTIBLE	WEAR IND.	"ACT. "		TRQ TEST
		LOWER	PERCEPTIBLE	WEAR IND.	"ACT. "		TRQ TEST
	LEFT	UPPER	PERCEPTIBLE	WEAR IND.	"ACT. "		TRQ TEST
		LOWER	PERCEPTIBLE	WEAR IND.	"ACT. "		TRQ TEST
WHEEL BEARINGS	TYPE NON DRIVE PRESSED HUB BOLT ON HUB AXLE NOISE ROUGH PLAY						
OTHER	DESCRIPTION: LOOSE DAMAGED						



Suspension

	REAR SPECIFICATION:		ACTUAL: RIGHT		LEFT		
RIDE HEIGHT: VISUAL	RIGHT	LEFT	COIL	LEAF	TORSION BAR	CRACKED	BROKEN
SPRINGS							
BUSHINGS							



Shocks/Struts

SHOCKS/STRUTS	RIGHT	BROKEN		LEAKING		BENT		DUST BOOT		
	LEFT	BROKEN		LEAKING		BENT		DUST BOOT		
BEARING PLATE	RIGHT	NOISE		BINDING		BROKEN		LOOSENESS		
	LEFT	NOISE		BINDING		BROKEN		LOOSENESS		

RAFTS SERVICE



U Joint/ CV Drive Shaft

CV JOINT BOOT	RIGHT	INNER	TORN	MISSING	LEAKING	OUTER	TORN	MISSING	LEAKING
	LEFT	INNER	TORN	MISSING	LEAKING	OUTER	TORN	MISSING	LEAKING
CV JOINT / U-JOINT	RIGHT	INNER	NOISE	LOOSE	BINDING	OUTER	NOISE	LOOSE	BINDING
	LEFT	INNER	NOISE	LOOSE	BINDING	OUTER	NOISE	LOOSE	BINDING



Alignment

ALIGNMENT	RECOMMEND PRINT SPECIFICATION BEFORE AFTER									
FRONT	RIGHT	LEFT	CAM	SHIM	BUSHING	ADI. BALLJOINT	OTHER			
REAR	RIGHT	LEFT	CAM	SHIM	BUSHING	ADI. BALLJOINT	OTHER			

Technician and CSM Validation

Both Technician and Customer Service Manager (CSM) signatures are required if additional parts/services are suggested or required. *I (we) have evaluated this vehicle per the company's evaluation and repair guidelines.

*TECH(a)

CSM

Right front upper
wear rods no alignment
left front - suggests
replacement of

**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).**