



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 231

Date Received

Repository ☐

2004 MAR 17 AM 11:12
24-Feb-2004

Reference No.
10059657

OWNER INFORMATION (Type or Print)

Name

Address

City

NEW BEDFORD

State

MA

Zip Code

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 a signature, this report is submitted to the vehicle manufacturer.

Signature of Owner

Date 3/10/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1D7FL16X73

Make

DODGE

Model

DAKOTA

Model Year

2003

Date Purchased
Feb 2003

Dealer's Name and Telephone Number

Dartmouth Dodge 5089841900

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

N. Dartmouth, MA

State

MA

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

021000 SUSPENSION:FRONT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

11,000

Failure Speed

front upper Ball JOINTS Premature wear out
had to Replace

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: 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

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).

WHILE DRIVING AT LOW SPEED CONSUMER HEARD A LOUD METAL BANGING COMING FROM FRONT END OF VEHICLE. DEALERSHIP SERVICED VEHICLE, BUT COULD NOT RESOLVE THE PROBLEM. *AK

I went To Two Front End Specialty Shops That Stated They/needed To be Changed - went Back To dealer Reported what was Told & That I wanted The Specific measurements if They said They were ok as is *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)

* They changed them @ that point only because
it was a head pain in the butt - they had no choice
to mention the reports of problems. I hope you make
them recall the faulty parts, before someone gets
killed.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 73173 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



**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

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.dot.gov/defects>

These are the Two Independent wheel Co.
I contacted, after Dodge said there
was nothing wrong w/ my front end -
They fixed it after I brought it too
their attention - then they asked if I had
the Ball joints measured for movement - that the
Ball joints would not be replaced because they
had just inspected them - I brought the
truck in and stated I wanted the
specification written down on my copy, if they
say that the joints were fine. I also told
them I had a copy of the AllData report
stating no more than .06 inch or 1.52mm
was allowed - then they changed them.

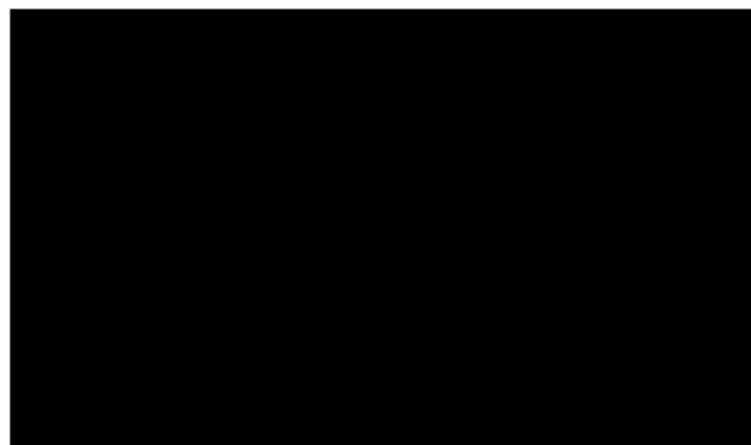
Copy of All Data Report also enclosed

Ball Joint: Testing and Inspection

Diagnosis and Testing - Upper Ball Joint

1. Position a floor jack under the lower suspension arm. Raise the wheel and allow the tire to lightly contact the floor (vehicle weight relieved from the tire).
2. Mount a dial indicator solidly on the upper suspension arm.
3. Position the indicator plunger against the upper ball joint boss of the steering knuckle.
4. Grasp the top of the tire and apply force in and out. Look for movement at the ball joint between the upper suspension arm and steering knuckle.
5. If lateral movement is greater than 1.52 mm (0.060 inch), replace upper suspension arm.

I hope that you force them to do a recall-
for others safety. I AM NOT happy that I
had to go through all kinds of hassles to
get something they know is faulty fixed.
They do not care about the customer
safety on the profit margin



New Bedford, MA



**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).**