



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 100184

Date Received

Repository ☐

2004 APR -1 PM 12:11
04-MAR-2004

Reference No.
10061345

OWNER INFORMATION (Type or Print)

Name

Address

City

CHEWELAH

State

WA

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, please print your name or address to the vehicle manufacturer.
Signature of Owner _____ Date: 3/16/04

VEHICLE INFORMATION

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

1B4H528N4YF248704

Make

DODGE

Model

DURANGO

Model Year

2000

Date Purchased
9-15-00

Dealer's Name and Telephone Number (208) 664-4600
Tom Addis Dodge INC.

Engine:
No. Cylinders

8

Fuel Type:
GAS

Original Owner
☒

Dealer's City 314 CLAYTON AVE.
COBURG, OH

State

OH

Zip Code

43081

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)
29-OCT-2002

Failure Mileage
25000

Failure Speed

Repaired by Tom Addis Dodge, Inc.
8-12-03

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

The 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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 ANY SPEED, THERE WAS VIBRATION IN THE FRONT END OF VEHICLE. AN INDEPENDENT MECHANIC DETERMINED THAT UPPER BALL JOINTS WERE SEVERELY WORN OUT. DEALER EXAMINED UPPER BALL JOINTS AND REPAIRED THEM. *AK

Repaired
passenger side - Two different mechanics said upper ball joint bad so I went back to the dealer; they fixed it and charged me \$150.00 about when I first noticed a problem I thought it might be the brakes or the (over)

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) *two*

alignment. I took it in to dealer and another garage before they finally checked the ball joints.

I My husband and I were very concerned about driving the car, because the dealer couldn't fix it for about a month. They assured us it was safe to drive. They had originally quoted us "about \$800.00" then agreed to \$450.00 when I discussed it with them.

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

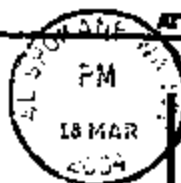
Official Business
Penalty for Private Use \$300

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

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(DASH) 2 DOT



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