



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 335

Date Received

Repository ☐

2004 APR -1- AM 11:27
04-MAR-2004

Reference No.
10061389

OWNER INFORMATION (Type or Print)

Name

Address

City

MOUNT SINAI

State

NY

Zip Code

Domestic Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

In the absence of an

NOT provide your name or address to the vehicle manufacturer.

☒ YES

☒ NO

Signature of Owner

Date 3/15/04

VEHICLE INFORMATION

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

1B4HS2BN9YF177998

Make

DODGE

Model

DURANGO

Model Year

2000

Date Purchased

19 02-DEC-99

Dealer's Name and Telephone Number

THOMAS DODGE 631-413-5454

Engine:

No. Cylinders

8

Fuel Type:

GASOLINE

Original Owner

☒

Dealer's City

PORT JEFF STATION

State

NY

Zip Code

11776

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

V-8

Vehicle Component Code

021540 SUSPENSION:FRONT:CONTROL ARM/LOWER BALL JOINT

Multiple Failures: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

2001

2004

Failure Mileage

10000

80000

Failure Speed

NK

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: DOTMA1SAB0038)

☐ 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

N/A

Number of Deaths

N/A

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 BALL JOINTS WORE OUT PREMATURELY. SOMETIMES, THE STEERING WHEEL JERKED OUT OF THE DRIVER'S HAND, AND THERE WAS A CLANKING NOISE IN THE FRONT END. ALSO, POWER DOOR LOCKS WORKED INTERMITTENTLY. *AK

THE BALL JOINTS & CONTROL ARMS MADE BOWLING NOISES OVER SMALL BUMPS & RUTS IN ROAD; DEALER COULDN'T FIND EXACT PROBLEM; AT 41-40,000 THE VEHICLE WOULDN'T PASS NYS INSPECTION BECAUSE "FRONT END WAS READY TO FALL OUT" AS PER DEALER; ORIGINAL QUOTE WAS \$800 BUT CHRYSLER DEFERRED AND LET ME PAY \$235.00 BECAUSE THEY

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.

OBVIOUSLY KNOW THEY HAVE PROBLEMS WITH THESE FRONT END PARTS