



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 1368

Date Received: 2004 APR - 1 12:47
08-MAR-2004
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OWNER INFORMATION (Type or Print)

Name: [Redacted] Number: [Redacted] E-mail Address: [Redacted]
Address: [Redacted]
City: TOPEKA State: KS Zip Code: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to contact the manufacturer of your vehicle? YES NO
In the absence of a signature, your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 02/25/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of instrument on driver's side: 1B4HS2B44WF138212
Make: DODGE Model: DURANGO Model Year: 1998
Date Purchased: Dec '03 Dealer's Name and Telephone Number: Robert Post, 666-1111
Original Owner: Dealer's City: Topeka State: KS Zip Code: 66611
Engine: No. Cylinders: 8 Fuel Type: Gas
Transmission Type: Auto Antilock Brakes Powertrain: 4x4
 Cruise Control
Vehicle Component Code: 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 29-FEB-2004 Failure Mileage: 93000 Failure Speed: Lower Ball Joints, into tie rod ends.

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: DOTM1S9ABC036): [Redacted] 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

Make: [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).

DURING A ROUTINE INSPECTION DEALERSHIPS INFORMED THE CONSUMER THAT UPPER BALL JOINTS WORE OUT. CONSUMER WAS NOT EXPERIENCING ANY PROBLEMS AT THIS TIME. THE DEALERSHIP DID NOT RESOLVE THE PROBLEM. *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)

After attempting to have my Mustang altered due to a hole
in the front fender I was advised by the shop that it couldn't be altered
due to bad lower ball joints & lower tie rod ends I have had
several estimates on the job & it ranges from \$200 to 1000.
Every mechanic I talked to complained of how bad the ball
joints were on the Mustangs & Dakota's etc. It was advised they
call with me way to fast & they have no goals other than the
after market ones. It appears Dodge is trying to make some
extra money on parts & labor. It seems the folks report on this
topic & are happy for a recall due to the cost. I would also
require some & chat about the Shady Chevrolet shop of Dodge.
Attached is one of my quotes for the cost to replace the
parts. Thanks for your attention.

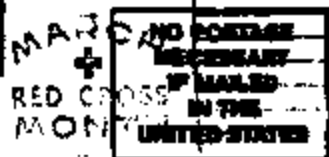
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400 Seventh St., S.W. Washington, D.C. 20590

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



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and dial toll free at:

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