



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 335

Date Received

Repository ☐

2004 APR 20 AM 9:55
11-MAR-2004

Reference No.
10062850

OWNER INFORMATION (Type or Print)

Name

Address

City HICKORY

State NC

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 4/1/04

VEHICLE INFORMATION

37 digit Vehicle Identification Number (VIN) - Vehicle on which the defect is observed

1B4HR28N01F546284

Make

DODGE

Model

DURANGO

Model Year

2001

Date Purchased

02-OCT-01

Dealer's Name and Telephone Number

FAIRBANKS DODGE (954) 917-1280

Engine: f

No. Cylinders

Fuel Type:

Reg. Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

021520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

10-18-03

Failure Mileage

48,210

Failure Speed

60 mph

BGS 515832 HUB ASSEMBLY

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: DOTM123456789)

☐ 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).

WHEN TURNING LEFT OR RIGHT FRONT END OF THE MAKES A NOISE. CONSUMER STATES THAT FRONT WHEEL HAS PLAY IN IT. CAN PUSH THE WHEEL IN ABOUT THREE INCHES AND OUTWARD THREE INCHES. DRIVER BELIEVES IT IS RELATED TO THE BALL JOINTS. *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)

Own 2001 Dodge Durango was taken into Fairbanks Service Dept. 2 times for a popping noise while taking left hand turns. Both times dealership stated "no problem found". No service invoice or copy was given both times.

While driving to Nashville, TN my husband felt a strong vibration in the wheel. We pulled off road to inspect vehicle. My husband was able to pull the tire 3" toward him and 3" inward. The hub had excessive wear and was replaced. The popping noise during left-hand turns still present After repair. I have copies of repair invoices.

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



GREETINGS
FROM
Far Far Away

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 75175 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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

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COMPLETE THIS FORM

ON

DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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