



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 2004 APR 20
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received

AM 9:53

15-MAR-2004

Repository ☐

Reference No.
10063160

OWNER INFORMATION (Type or Print)

Name

Address

City VACAVILLE

State CA

Zip Code

Daytime 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 authorized dealer, NHTSA will attempt to contact your name or address to the vehicle manufacturer.

☒ YES

☐ NO

Signature of Owner

Date 3/3/04

VEHICLE INFORMATION

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

1B4HR28Y7Y

Make

DODGE

Model

DURANGO

Model Year

2000

Date Purchased

Dec 1999

Dealer's Name and Telephone Number

Dodge of Vacaville - 707 449-8900

Engine:

No. Cylinders

8

Fuel Type:

Original Owner

Dealership

Vacaville

State

CA

Zip Code

95088

Transmission Type

☒ Automatic

☒ 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)
12-JUL-2002

Failure Mileage

Failure Speed

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

☐ 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 DRIVER HEARD A LOUD NOISE COMING FROM THE FRONT OF THE VEHICLE. CONSUMER TOOK THE VEHICLE TO THE DEALERSHIP. AND MECHANIC DETERMINED THAT UPPER BALL JOINT FAILED. THE MECHANIC REPLACED THE RIGHT UPPER BALL JOINT. *AK Mechanic did not replace upper ball joint.

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:

1999
I brought the car in Dec 2005. About 2 yrs my tires seem to wear uneven and become bald faster. I replaced the tires (cost \$500.00) and observed the same problem with the new tires. The wheel alignment seemed to be off. I thought maybe a wheel alignment was the problem so I took it to Vacaville Dodge dealership in Feb. 2004. Then a report was announced on the radio/TV about the upper ball joint of the Durango/Dakota's. I informed the staff that I heard about the ball joint problem and he said there was not a recall for the problem. He later called me back and said that the problem was that the right upper control arm needed replacement and it would cost 600.00. I asked him if this was related the upper ball joint problem and he said no, that it was due to going over to many potholes on the road, and that the rubber overtime wears out. I then went to your website and found out that the right upper control has something to do with the ball joint problem. I was so upset that they would not repair it for free that I just picked up the car. The dealership did not replace the upper ball joint. My car still needs an alignment but it can't be done without the right upper control arm replaced. I do not have the funds for the repair and wonder if this is so dangerous a recall has not occurred. As soon as I have the funds I will have it repaired.

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).