



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 100147

Date Received **2004 JUN 09**
09-JUN-2004

Repository
Reference No. **42**
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **LAKWOOD** State **CO** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number **SAME**
E-mail Address [REDACTED]

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 [REDACTED] Date **6/19/04**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: **1B4HSZ8Y5W [REDACTED]**
Make: **DODGE** Model: **DURANGO** Model Year: **1998**
Date Purchased: **6/98** Dealer's Name and Telephone Number: **CHRISTOPHER'S DODGE WORLD 303-238-7311** Engine: **8** Fuel Type: **PREM**
Original Owner: Dealer's City: **GOLDEN** State: **CO** Zip Code: **80401**
Transmission Type: **AUTO** Antilock Brakes Cruise Control Powertrain: [REDACTED]
Vehicle Component Code: **ALL 4 BALL JOINTS + TIE RODS**
021520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT
Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): **15-FEB-2003** Failure Mileage: **48,000** Failure Speed: [REDACTED]
FAILED TIE RODS - INNER -
FAILED BALL JOINTS - (4) 3 - UPPER
1 - LOWER

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: DOTMALSABC03B): [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).

WHEN DRIVING AT ANY SPEED CONSUMER HEARD A KNOCKING NOISE COMING FROM THE FRONT OF THE VEHICLE. CONSUMER TOOK THE VEHICLE TO THE DEALERSHIP FOR INSPECTION, AND MECHANIC DETERMINED THAT THE LEFT UPPER BALL JOINTS FAILED. THE CONSUMER WILL HAVE THE MECHANIC REPLACE THE UPPER BALL JOINTS. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

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 "numerous" discussions with dealerships and mechanics it was determined that the ball joints (upper and lower) were undersized at time of make. Not only did the lower ball joints fail, but caused the tie rods to fail due to undue pressure. All items were replaced at the cost of 942.08 (receipts included). A complaint was made to Dodge local center and a file was started. In summary, it is well known that the ball joints (both upper and lower) on the 1998 Dodge Durango were undersized at the time of make. Several dealerships contacted admitted that they have done a high number of failures on this Make and Model. Restitution request has been made. Thank you

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
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Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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and dial 108 free at

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(DASH) & DOT



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www.dhs.gov

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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).**