



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 100147

Date Received: 08-JUN-2004 JUL 9 10:29 AM
Repository:
Reference No.: 53

OWNER INFORMATION (Type or Print)

Name: [Redacted] Number: [Redacted] E-mail Address: [Redacted]
Address: [Redacted]
City: STRATFORD State: NJ Zip Code: [Redacted] Evening Telephone Number: [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 owner's signature, please print name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 6/23/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4HS2PYWF [Redacted]
Make: DODGE Model: DURANGO Model Year: 1998
Date Purchased: 11-24-01 Dealer's Name and Telephone Number: Auto Leaders
Engine: No. Cylinders: 8 Fuel Type: Unleaded
Original Owner: Dealer's City: Williamstown State: NJ Zip Code: 08294
Transmission Type: Antilock Brakes Powertrain: [Redacted] Vehicle Component Code: B21520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 4-20-04
Failure Mileage: [Redacted] Failure Speed: [Redacted]

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: DOTM19ABC036): [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).

CONSUMER TOOK THE VEHICLE TO THE DEALERSHIP FOR INSPECTION, AND MECHANIC DETERMINED THAT BOTH UPPER BALL JOINTS WERE WEARING PREMATURELY. CONSUMER WILL HAVE THE MECHANIC REPLACE THE UPPER BALL JOINTS. *AK

I took the vehicle to the shop for an oil change & to check the brakes. The mechanic advised I needed all ball joints replaced. See attached paperwork.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-502 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.

**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).**