



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 100216

Data Received: 2004 JUN 15 12:05 PM
Repository:
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OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: TOLEDO State: OH Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]
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 include your name or address to the vehicle manufacturer.

Signature of Owner: [Redacted] Date: 7/12/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: LB4HS28Y9WF [Redacted]
Make: DODGE Model: DURANGO Model Year: 1998
Date Purchased: [Redacted] Dealer's Name and Telephone Number: [Redacted]
Engine: No. Cylinders: [Redacted] Fuel Type: [Redacted]
Original Owner: Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: [Redacted]
Vehicle Component Code: 021520 SUSPENSION:FRONT:CONTROL ARME:UPPER BALL JOINT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 12-JUN-2004 Failure Mileage: 75,000 Failure Spend: [Redacted]
Upper ball joints. Very bad shake in front end
Tires bent inward at top.
Even after upper ball joint replaced there is still abnormal
shake + unable to find cause.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: BF Goodrich All Terrain T/A Tire Model (Name or Number): 31X10.50 R15 LT 10A0 M+S Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM4LSABC036) 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: 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 AT ANY SPEED, THE VEHICLE VIBRATES UNCONTROLLABLY. THE DRIVER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND DROVE IT TO THE DEALER FOR INSPECTION. THE MECHANIC INFORMED THE DRIVER THAT THE UPPER BALL JOINT NEEDED TO BE REPLACED. PLEASE PROVIDE FURTHER DETAILS. (A Chrysler said for repairs (except \$75.00)
However the upper ball joint repair had not gotten rid of all the front end shake. Unable to locate shake reason. Inspected via dealer and also another independent shop.

(These are new tires as of February 2003) - These were put on because of the shake in the front end, tires unable to find cause. Also note vehicle had 36,000 miles when purchased - always shook in front - Got much worse by the time was

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.

noticed when you looked @ vehicle something was really wrong as tires were a slant / \ (about 1" or a slant)