

=== COVER PAGE ===

TO: _____

FROM: _____


FAX:

TEL:

COMMENT:

2004 OCT -5 PM 3:03

EV09 RETURNED
10083593

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>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</p>		<p>FOR AGENCY USE ONLY 1220</p>	
<p>Date Received 26-JUL-2004</p>		<p>Repository <input type="checkbox"/></p>			
<p>Reference No. 10083593</p>					
<p>OWNER INFORMATION (Type or Print)</p>		<p>Daytime Telephone Number</p>		<p>E-mail Address</p>	
<p>Name</p>		<p>Evening Telephone Number</p>			
<p>Address</p>					
<p>City HARRISON</p>		<p>State AR</p>		<p>Zip Code</p>	
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p> <p>Signature of Owner _____ Date _____</p> <p style="text-align: right;"><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit vehicle identification number Located at bottom of windshield on driver's side 1B7GG22M4YE</p>		<p>Make DOODGE</p>		<p>Model DAKOTA</p>	
<p>Year 2000</p>		<p>Date Purchased</p>		<p>Dealer's Name and Telephone Number</p>	
<p>Original Owner</p>		<p>Dealer's City</p>		<p>Engine: No. Cylinders</p>	
<p>State</p>		<p>Zip Code</p>		<p>Fuel Type:</p>	
<p>Transmission Type</p>		<p><input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>		<p>Powertrain</p>	
				<p>Vehicle Component Code 021540 SUSPENSION-FRONT-CONTROL ARM-LOWER BALL JOINT</p>	
				<p>Multiple Failures: 3</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Incident Date(s) 07-JUL-2004</p>		<p>Failure Mileage</p>		<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R16)</p>	
<p>DOT No. (Example: DOTM1AB0336)</p>		<p><input type="checkbox"/> Original Equipment <input checked="" type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION</p> <p><i>Please check all that apply. (Check, Circle, and Identify.)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured</p>	
				<p>Number of Deaths</p>	
				<p>Reported to Police N</p>	
<p>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).</p>					
<p>WHILE DRIVING AT 45 MPH BALL JOINTS ON DRIVER'S SIDE EXPLODED UNDERNEATH THE PICKUP, BREAKING INTO BITS AND PIECES. THE TIRE COMPLETELY DISENGAGED. THE AXLE WAS BENT, AND THE INNER TIRE ROD HAD TO BE REPLACED. *AK</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the Federal 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 recall is or should be appropriate to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, as a statistical summary thereof, may be used in support of the agency's action.</p>					

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 100152	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 14-JUN-2004	Repository <input type="checkbox"/>		
			Reference No. 10072304		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City HARRISON		State AR	Zip Code 72601		
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date <u>8/2/04</u> <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number located at bottom of windshield on driver's side 1BAH528YDW		Make DODGE	Model DAKOTA	Model Year 2000	
Date Purchased 01-SEP-02	Dealer's Name and Telephone Number PERFORMANCE DODGE 408 533 3634		Engine No. Cylinders <u>6</u>	Fuel Type: Gas	
Original Owner <input checked="" type="checkbox"/> <u>NO</u>	Dealer's City BUTTE	State MT	Zip Code 59701	<u>55803</u>	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT		
<input checked="" type="checkbox"/> Cruise Control			Multiple Failure: <u>2</u>		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s) 01-JUN-2004	Failure Mileage 56000	Failure Speed	<u>BALL JOINTS FAILED TIRES FELLOFF</u>		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/60R15)		
DOT No. (Example: DOTFALGAC0136)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> After Report	Failure Location:			
Tire Component Code		Tire Failure Type			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Name:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
APPLICABLE INCIDENT INFORMATION (Please describe in detail for witnesses, coroners, crash investigators, and insurers.)					
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).					
THE CONSUMER HAD THE BALL JOINTS CHECKED AND IT WAS CONFIRMED BY THE DODGE DEALER THAT THEY NEEDED TO BE REPLACED. *AK THERE WERE PROBLEMS WHEN MAKING SHARP TURNS. *SC *JB					
<u>BALL JOINTS FAILED. MY SON COULD OF BEEN KILLED. ON NATION. Television Reports on failed BALL JOINTS Please Read Papers.</u>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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.			ATTACH ADDITIONAL SHEETS IF NECESSARY		

TONY HESS' TRUCKS 'R' US REPAIR
5056 W. PIONEER RD. DULUTH, MN 55803 (218)
390-6149

7/20/04

RE: 2000 DODGE DAKOTA VIN#1B7GG22N4YS
MILEAGE 56745 OWNER

The above mentioned vehicle was damaged on 7/7/04 due to balljoint failure. While owner was driving vehicle, the balljoints came apart and the following parts were damaged and have to be replaced.

Left front upper and lower balljoints
Left front axle
Left front brake hose
Left front outer tie rod
Left front inner tie rod (bent)
Left front tire and wheel

... of premature wear on the upper ball joints. In some cases, the ... might own a Dodge Dakota or a Dodge Durango, officials say, is to have your ball joints checked ...

<http://www.cbsnews.com/stories/2003/12/18/eveningnews/main589356.shtml>

Sport Truck Direct - Dodge Dakota / Durango Lowering Kits (Drop Kits)

Sport truck drop kits - lowering kits, accessories for Chevy, Ford & Dodge Trucks.

Brands: Western Chassis, Doetsch Tech, Street Scene, Trenz, APC, Air Lift, Car Wear, Hellwig, Volant, Granatelli... 97-02 Dodge Dakota 4"/6" Deluxe Drop Kit ... the Super A-arms in this kit now include new ball joints.) 97-02 Dakota 4"/6" Deluxe Drop Kit: \$719.95 ...

http://www.sporttruckdirect.com/dakota_kits.html

1999 Dodge Dakota Club Cab review

1999 Dodge Dakota Club Cab review from North America ... Similar Dakota reviews.

1999. Dodge Dakota R/T. I will buy another Dakota R/T extended cab if ... Im on my 3rd set of ball joints. Mind you this truck ...

http://www.carsurvey.org/review_40620.html

Chrysler In No Hurry to Fix Durango Ball Joint Problem

... rash of problems with the ball joints on the Dodge Durango SUV and Dakota pickup trucks. ... of excessive wear in the ball joints, a critical part of the ...

http://www.consumeraffairs.com/news03/durango_probe2.html

CBS News | Feds Eye Dodge Durango Problems | October 29, 2003 08:34:54

... CBS News went undercover to a Dodge dealership where mechanics say they've actually seen more problems with the Dodge Dakota, which uses the same ball joints.

<http://www.cbsnews.com/stories/2003/10/27/eveningnews/main580233.shtml>

Dodge Dakota pictures and photos

Dodge Dakota 1999 pictures and photos gallery. Hank's '99 4x2 RC 3.9L 5-speed

http://www.cardomain.com/member_pages/view_page.pl?page_id=203150&page=5

2000 Dodge Dakota Sport review

2000 Dodge Dakota Sport review from North America ... Looking for a Dodge Dakota?

Save up to \$400 or more on auto insurance ... State safety inspection due to failing ball joints. Dodge stated they need to re-inspect the ...

http://www.carsurvey.org/review_31048.html

SurfWax - News and Articles On Dodge Dakota

... State Police said Ball's 1997 Dodge Dakota truck crossed the ... reports, the Dodge Dakota has come under federal scrutiny for complaints of prematurely faulty ball joints, similar to ...

http://cars.surfwax.com/files/Dodge_Dakota.html

CanadianDriver: Used Car Review - 1997-2000 Dodge Dakota

... size pickup, the Dodge Dakota established a new class ... The upper ball joints on the 4x2 versions tend to wear-out much faster than most. Overall the Dodge Dakota is ...

<http://www.canadiandriver.com/articles/bm/97-00dakota.htm>

2001 DODGE Auto Parts - CARAVAN DAKOTA DURANGO GRAND CARAVAN INTREPID
NEON PICKUP RAM 1500 PICKUP RAM 2500 PICKUP RAM 35

... 2001 DODGE SELECT MODEL. CARAVAN. DAKOTA. DURANGO. GRAND

...

1998 Dodge Durango.

I went to Duluth Dodge in mid April of 2004, after I heard of the 'ball joints' situation, to make an appointment to have them checked. I talked to a service technician and he kind of brushed it off and said, "You don't need to worry about the ball joints, the national TV report is just blowing it out of proportion, if there were problems with the ball joints you would have already broken them by now the way the roads are in this town!". I went on to say that I have the Durango here and I really would like them checked because my wife and our newborn baby drive around a lot in the vehicle when I'm at work. He said, "Don't worry about it.....the whole thing is just being blown out of proportion."

Since then my employee, _____ had his ball joints break on his Dodge Dakota. I called Duluth Dodge immediately and told them how concern I was about my Durango and how the technician said it was no big deal. The manager said that they would never turn away work, but they did. I made an appointment the next day and they ended up replacing the upper ball joints and tie rod ends on my Durango for \$1200.00.

Duluth, MN

VEHICLE OWNER'S QUESTIONNAIRE



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/hotline>



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigations, NHTSA-216
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY MAILING TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 11713 WASHINGTON, D.C.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

Going 45 MPH. My Son was Very Lucky to Be
alive. His Tire Flew off Front End Slipped Down
and Skidded 25 ft off the Road when he
slammed on the Brake.

On National TV TT state still investigating
the faulty Ball Joints. When are they going
to do something about this problem?
When they could be made. I will be happy
to provide more info.
Paper Work enclosed.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(es)

Bolt - Coil Springs - Torque Struts - Steering ...
<http://www.dodge-autoparts.com/1-dodge-2001.htm>

1997 DODGE Auto Parts - AVENGER CARAVAN DAKOTA GRAND CARAVAN GRAND
CARAVAN AWD INTREPID NEON PICKUP RAM 1500 PICKUP RAM
... 1997 DODGE SELECT MODEL. AVENGER, CARAVAN, DAKOTA, GRAND CARAVAN ...
Shaft Kits - Steering Dampers - Idler/Pitman Arms - Ball Joints - Cam & Bolt - Coil
Springs - Torque Struts - Steering ...
<http://www.dodge-autoparts.com/1-dodge-1997.htm>

Sport Truck Direct - Western Chassis Super A-arms for Lowering (Dropped A-arms)
... Lightning/H-D): \$369.95 / pair. Dodge Dakota/Durango 2" Dropped Super A-
arms ... New Ball Joints are now Included with every pair of Dakota Super A-arms ...
http://www.sporttruckdirect.com/super_a-arms.html

Dodge Dakota Engine Parts - Tune-Up Parts - Replacement Parts
Engine Auto Parts has a reputation that is so outstanding that customers searching
for Dodge Dakota parts keep coming back. If you are searching for Dodge Dakota
maintenance parts at discount ... New Coil Spring. New Ball Joints. OEM Ballast
Resistor ...
<http://www.engineautoparts.com/dodge-dakota.html>

Suspension : Dodge Dakota/Durango 2WD
... The new Dodge Dakota and Durango have taken the midsize truck and SUV
markets by storm ... includes coils, Upper-A-Arm kit with ball joints, front and rear
shocks and rear ...
<http://www.4wheelparts.com/product2.asp?imseqn=1825&occlass=Fab&cat=SUS>

The Allpar club for Mopar owners with over 200,000 miles
... The most dependable vehicle we've ever owned. 1992 Dodge Dakota. 260,768 ...
1987 Dodge W-150. 321843. new front ball joints upper and lower on both sides,
new rear pinion ...
<http://www.allpar.com/old/club2002.html>

For Dodge on eBay
eBay offers great deals on items related to For Dodge. ... EuroStyle Antenna for
Dodge Dakota - NEW!, ends May-17 2:05 pm PDT. ... 2 Lower BALL JOINTS for
DODGE NEON 1995-1999, ends May-17 8:56 pm PDT ...
<http://rdre1.yahoo.com/click?u=http://adfarm.mediaplex.com/ad/ck/711-600-3333-0%3Floc%3Dhttp%253A//search-desc.ebay.com/search/search.dll%253Fquery%253Dfor%252Bdodge%2526newu%253D1%2526krd%253D1%26keyword%3Dfor%2Bdodge&y=02D873BD40C17AB28i=487&c=8953&q=02%5ESSHPM%5BL7%7Bp%7Bxz%3F%7B~tpk~%3F%7D~ss%3Fupvqkl6&e=utf-8&r=17&d=nrm-en-us&n=EB5K5H6E52H40S36&s=5&t=&u=40A22EA0&x=01CA9149D397060E>

Tirekicking Today: Preview Drive: 1997 Dodge Dakota
... Preview Drive: 1997 Dodge Dakota. Totally redesigned mid-size pickup borrows
bold styling cues from big Ram ... Low-friction ball joints promise an improved road
feel ...
<http://www.tirekick.com/usedcars/dodge/97dakota.htm>

Fabtech 2wd Dodge 97-01 Dakota and Durango
... The new Dodge Dakota and Durango have taken the midsize truck and SUV
markets by storm ... Upper Control Arm Kit. with Upper Ball Joints. 2. FTS9220. 3
Way Performance Front ...
<http://www.fabtechmotorsports.com/applications/dodge/dodge/9701-dakota.htm>

CUSTOMER Service on DOUGL
800-992-1997 .com

I Talked To This office July 8th

Transferred Me To
CUSTOMER Recall DODGE.
800-853-1403.

Helped ALOT. CUSTOMER Recall
office.

CUSTOMER Service. COULD NOT HELP.
STATES.

NOT Enough accidents OR him
meaning. NOT Enough Deaths. Be.
NOT ^{enough} complaints Has to Have
More.

This Service STATES. NOT a Recall
From what was said on TV.
under investment

CUSTOMER Recall

Says -> Keep all Papers in case of a Recall then will get reimbursed Back All Parts & Money.

Shirley: ODI-@NHTSA DOT.GOV

aaron Poksola
6106 Howard
Gresen
ROAD

Duluth Mn
5580:

2000 DODGE RAM.
Engine 4.7,
1B76622N4YS 572803

July 8th Have Everyone

CALL FOR ANY Problems
NATIONAL HIGHWAY TRAFFIC D.O.T.
DODGE DAKOTA
DODGE Trucks
Durango

D.O.T. Investigation.
800-424-9393
D.O.T. HOT LINE.

July 19th { File complaint
RIGHT AWAY.
Make a Written Statement
attach all documents.
call and File COMPLAINT

In order to buy a Left (3)
 Inter Tie ROD. END. you have to
 Buy The whole Backe Pinon.

DODGE - Ramsey in Harrison AR.

We Talked to OUR Parts store in
 Harrison AR. Chrysler Dealership
 TO ORDER The Parts. ~~DODGE~~
 Stated:

DID NOT Have Parts. Back
 ORDERED BIG TIME
 ORDER MEANING Large Back
 ORDER.

The only way we could get
 The Part was after Market
 Re built Part. From out of STATE

I got the 'mpression
NO- Chrysler Dealership wanted (4)
To Talk To Me about the
matter.

DUIUTH DODGE.
4755 Miller Trunk Hwy 218-720-3524
Duluth Minn. 55811-

My son called this Dealer ship
to see if they could help him to work
they said NO cant get it NOW. To work
ON.

★ TRUCK Dropped toe Ground & Skidded
215 feet. TIRE UNDER
Also Broke the Steering BOX
off The Frame

channel-10. Had the scribe when
stated The public asked For a Recall
Because of all. Faulty ^{UPPER, LOWER} Ball joint
on. Durango's
UNDER INVESTIGATION DODGE Dakota.
DODGE RAMs

**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).**