



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 100145

Date Received

Repository ☐

2005 JAN -5
13-DEC-2004

10103641

OWNER INFORMATION (Type or Print)

Name

Address

City **STATEN ISLAND**

State **NY**

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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.

☒ YES

☐ NO

Signature of Owner

Date **2/2/04**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2B7HB11X11N

Make

DODGE

Model

1500

Model Year

2001

Date Purchased

2/01

Dealer's Name and Telephone Number

Westchester Dodge

Engine:

No: Cylinders **6**

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Westchester NY

State

NY

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

017500 STEERING/LINKAGES/TIE ROD ASSEMBLY

Multiple Failure: **2**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

16-NOV-2004

Failure Mileage

18000

Failure Speed

N/A

Failed Parts available for inspection.

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: DOTM13ABC038)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire 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).

THE TIE ROD END AND UPPER AND LOWER BALL JOINTS WERE WEARING OUT. *AK
① Since I purchased vehicle, I heard loud front end noises whenever the suspension in front was subjected to side to side motion.
② When I went to get vehicle inspected, the vehicle failed due to worn out outer tie rod ends.
③ I removed and replaced the outer tie rod ends. I have the worn out ones they have excessive wear for 18000 miles and were going to separate in a short period of time. Inspection reveals that the wear was not even.

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 of Incident(s), Failure(s), Crash(es), and Injury(ies)

due to insufficient lubrication.
UPPER+LOWER BALL JOINTS.

① After replacing outer tie rod ends, the vehicle still makes a lower, less noticeable front end noise when the vehicle goes suspension is subjected to side to side motion.

② The failure of the ball joints is not complete yet so the vehicle is operable, but eventually will need new ball joints. I do not think the vehicle will be able to get 30,000 miles on current BALL JOINTS.

③ I called Dodge to see if they would cover me under the Dodge Durango recall and they refused stating that my manufacturing defect warranty period is over. I contend that the part is designed defectively or with negligence. It should be expected to last at least 100K miles. I have outer tie rod ends available for inspection.

ATTACH ADDITIONAL SHEETS IF NECESSARY

National Highway
Traffic Safety
Administration

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

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

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



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QUESTIONNAIRE**

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ON

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and dial toll free at

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(DASH) 2 DOT



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