



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 117

Date Received

2005 JAN 14 AM 3:57  
14-DEC-2004

Repository

Reference No.  
10103740

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: COVINGTON State: GA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [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 answer, we will use the name or address of the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 12/15/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4HS2BYSW [REDACTED]  
Make: DODGE Model: DURANGO Model Year: 1998  
Date Purchased: 11/99 Dealer's Name and Telephone Number: UNION CITY TOYOTA  
Engine: No. Cylinders: 8 Fuel Type: Gas  
Original Owner:  Dealer's City: UNION CITY, GA State: GA Zip Code: [REDACTED]  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: 4 WHEEL DRIVE  
Vehicle Component Code: 021520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT  
Multiple Failure: 3 BOTH SIDE

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 18-NOV-2004 Failure Mileage: 129,000 Failure Speed: 5

**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: DOTMALBABC038): [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: 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 APPROXIMATELY 6-10 MPH THE RIGHT FRONT WHEEL SHOOK, WOULD HEAR NOISES EVERY TIME STEERING WHEEL WAS TURNED, STOPPING OR EVEN BRAKING. TOOK VEHICLE TO MECHANIC, WHO DETERMINED THAT UPPER BALL JOINTS SEPARATED. ALSO, THE STEERING KNUCKLE SEPARATED, AND THE SUSPENSION MOVED. MECHANIC INDICATED THAT THIS WAS CAUSING THE SHAKING PROBLEM. VEHICLE WOULD NEED TO BE LUBRICATED EVERY 2-3 MONTHS. \*AK

*(Read attachment)*

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]  
DOVINGTON, GA [REDACTED]  
[REDACTED]

December 15, 2004

TO WHOM IT MAY CONCERN:

1998 DODGE DURANGO SLT

ON 11/199 I purchased a 1998 DODGE DURANGO SLT from UNION CITY TOYOTA in UNION CITY, GA and it had almost 43000 miles on it as a used vehicle. It had a slight noise coming from the drivers side front which progressively kept getting louder and causing the vehicle to become harder to control. I called the dealer and informed them of the problem I was having and was then informed to take it to a DODGE DEALER and let them see what was causing the noise.

After going to the Dodge dealer in Jonesboro, Ga. I was informed that the ball joints and the suspension was about to come apart and the wheel bearings were all worn out and needed to be replaced or they could come apart and be dangerous. After I was quoted a price of \$1485.00 I called the dealer I bought it from and they told me that it had no warranty with it.

After thinking about it for a while I finally went ahead and had them replace everything and being without my vehicle for 7 days, I finally got it back.

I have had this vehicle greased every 3000 miles since and the front passenger side started doing the same thing that was going on before at 104000 miles and that is only 61000 miles since I have had the vehicle, how can this be? I have also found out that this 1998 DODGE DURANGO has been under factory warranty and I was not made aware of it and I was also deceived by all concerned and now I am not about to pay for and fix something that has been under factory warranty. Why should DODGE be let off the hook for something they manufactured.

Is there anything I can do to hold them accountable for this atrocity that can cause people to be injured or killed?

The recall doesn't start with 2000 and move forward, this starts with the 1998 models up to the present 2004.

For an example people in the neighborhood have a 1998 DODGE DURANGO that both sides broke loose and caused a accident where a child was hurt and totaled the durango and this happened 2004 JUNE and there was no warning at all. DODGE NEEDS TO INVESTIGATE THIS EVEN FURTHER!!!!!!

*Respectfully*  
[REDACTED]