



U.S. Department of Transportation
National Highway Traffic Safety Administration

DDT 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 100247

Date Received: 2006 APR -6 14 8:41
14-MAR-2006
Repository
Reference No. 10116103

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: SALEM State: VA 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?
In the absence of address to the vehicle manufacturer. YES NO
Signature of Owner: [Redacted] Date: 3/14/06

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4HS26Y1W [Redacted]
Make: DODGE Model: DURANGO Model Year: 1998

Date Purchased: 7-21-98 Dealer's Name and Telephone Number: Dominion Dodge 540-387-0202
Original Owner: [Redacted] Dealer's City: Salem State: VA Zip Code: 24153
Engine: No. Cylinders: [Redacted] Fuel Type: [Redacted]

Transmission Type: AUTOMATIC Antilock Brakes Cruise Control
Powertrain: [Redacted] Vehicle Component Code: 021640 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 17-OCT-2003 Failure Mileage: 68000 Failure Speed: [Redacted]
UPPER and lower ball joints

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) 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).

UPPER AND LOWER BALL JOINTS HAD TO BE REPLACED DUE TO WEAR. *AK

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)

On 2/03 I was driving at 55mph and my car began to shake so bad it was hard to steer. A service Dodge mechanic my car and said the upper & lower ball joints had worn out. They told me that they had multiple complaints with the same problem. They advised me there would be a recall and Dodge Chrysler would reimburse me. See attached letter

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

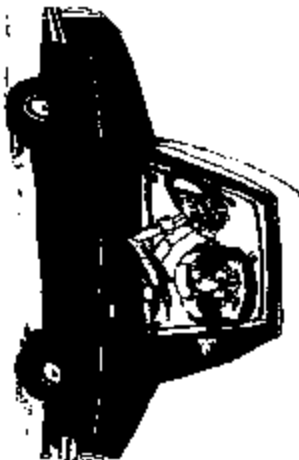
and dial toll free at

1-888-DASH-2-DO

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT

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[REDACTED]
Salmon, Va.
[REDACTED]

Dear Diamler Chrysler

I am writing in regards to the recent recall on the Dodge Durango's ball joints. I have a 1998 Durango and had my ball joints replaced on October 10, 2003. I feel replacement for the ball joints on my 1998 Durango should be included in this recall. I am writing this request and attaching the service invoice for your consideration. This was a large unexpected expense for me and I feel Diamler Chrysler should meet their obligation in fixing this problem.

I would also like to bring to your attention a problem with the power windows. Three out of four of my power windows have been repaired due to a burn out motor. I have had power windows before in other vehicles and have never had this problem. Expenses like these made you think hard when selecting a vehicle to purchase.

Sincerely your,

[REDACTED]