



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 252

Date Received: 14-MAR-2005
Repository: 705 MAY -6 AM 6:10
Reference No.: 10115117

OWNER INFORMATION (Type or Print)

Name: _____
Address: _____
City: LANSING State: MI 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? YES NO
In the absence of authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 4/10/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side): 1B7GG22Y7XS
Make: DODGE Model: DAKOTA Model Year: 1999
Date Purchased: 9-27-2001 Dealer's Name and Telephone Number: Paw Paw Motors - bought by SEALY WRIGHT
Original Owner: Dealer's City: Paw Paw, MI State: MI Zip Code: _____
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control
Powertrain: FRONT WHEEL DRIVE REAR
Vehicle Component Code: 021520 SUSPENSION: FRONT: CONTROL ARM: UPPER BALL JOINT
Multiple Failures: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 14-MAR-2005
Failure Mileage: 80,299
Failure Speed: 65 MPH SPEED

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: DDTMALSABC036): _____
 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)).

A CLANKING NOISE STARTED COMING FROM THE FRONT AND REAR OF THE VEHICLE. DRIVER NOTICED WHILE ACCELERATING WITH SPEED THE NOISE ESCALATED REPEATEDLY. DRIVER TOOK VEHICLE TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT THE LEFT AND RIGHT UPPER AND LOWER BALL JOINTS NEEDED TO BE REPLACED. *AK

See attached description

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) 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.

Reference No. 10115117
Vehicle ID #1B7GG22Y7XS

A clunking noise started coming from the front end of the truck when turning. The wheels felt like they were binding when turning. The noise and the binding was more noticeable at lower speeds. Took truck to Goodyear Auto Service Center, was told upper and lower ball joints and inner and outer tie rods were needed. Service Center stated there was a recall from Chrysler for these parts, even though the recall was for 2000 year models forward the parts are exactly the same.

Contacted Daimler Chrysler and was told to take the vehicle to a Dodge dealer for an estimate. Was told by the Dodge dealer the parts should be covered because of the recall. Contacted Daimler Chrysler again with the estimate given and was told because of the mileage on the vehicle it couldn't be covered under the recall. We questioned Daimler Chrysler regarding this information, because the parts are exactly the same as the parts for the 2000+ models, additionally, if a 2000 vehicle had the same number of miles (80,299) the recall would be honored. We did not receive a response to this inquiry.

DESCRIPTION AND OPERATION (Continued)

CAUTION: Components attached with a nut and cotter pin must be torqued to specification. Then if the slot in the nut does not line up with the cotter pin hole, tighten nut until it is aligned. Never loosen the nut to align the cotter pin hole.

CAUTION: Suspension components with rubber/urethane bushings (except stabilizer bar) should be tightened with the vehicle at normal ride height. It is important to have the springs supporting the weight of the vehicle when the fasteners are torqued. If springs are not at their normal ride position, vehicle ride comfort could be affected and premature bushing wear may occur.

DIAGNOSIS AND TESTING

LOWER BALL JOINT

NOTE: If the ball joint is equipped with a lubrication fitting, grease the joint then road test the vehicle before performing test.

(1) Raise the front of the vehicle. Place safety floor stands under both lower suspension arms as far outboard as possible. Lower the vehicle to allow the stands to support some or all of the vehicle weight.

NOTE: The upper suspension arms must not contact the rebound bumpers.

(2) Remove the tire and wheel assemblies.

(3) Mount a dial indicator solidly under the lower suspension arm.

(4) Position indicator plunger against the bottom surface of the steering knuckle lower ball joint boss.

NOTE: The dial indicator plunger must be perpendicular to the machined surface of the steering knuckle lower ball joint boss (Fig. 2).

(5) Position a pry bar over the top of the upper suspension arm and under the pivot bar of the upper suspension arm. Pry down on the upper suspension arm and then zero the dial indicator.

(6) Reposition the pry bar under the upper suspension arm and on top of the jounce/rebound bracket. Pry up on the upper suspension arm and record the dial indicator reading.

(7) If the travel exceeds 1.52 mm (0.060 in.), replace the lower control arm.

UPPER BALL JOINT

(1) Position a floor jack under the lower suspension arm. Raise the wheel and allow the tire to

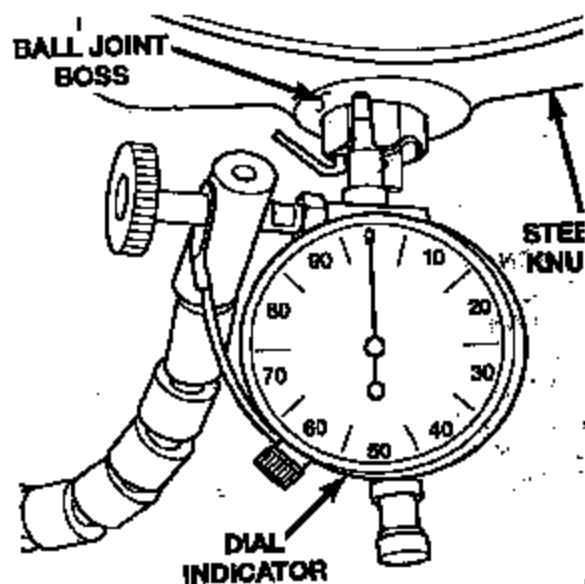


Fig. 2 Lower Ball Joint Boss

lightly contact the floor (vehicle weight relieves the tire).

(2) Mount a dial indicator solidly on the upper suspension arm.

(3) Position the indicator plunger against the side of the upper ball joint boss of the knuckle (Fig. 3).

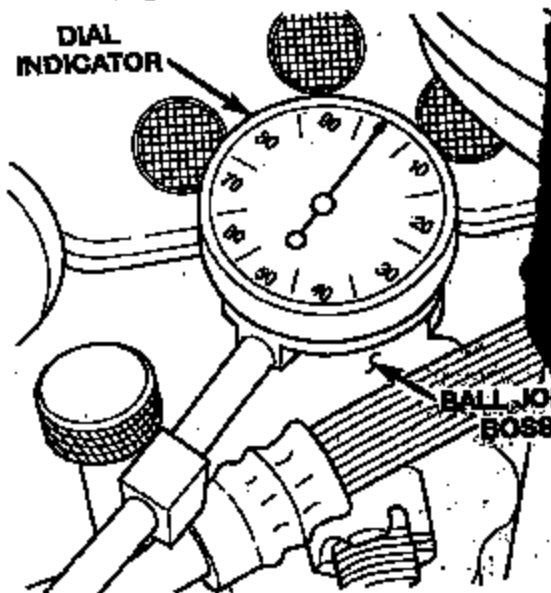


Fig. 3 Upper Ball Joint Boss

(4) Grasp the top of the tire and pull then zero the dial indicator.

(5) Grasp the top of the tire and push then record the dial indicator reading.

(6) If lateral movement is greater than (0.060 in.), replace upper suspension arm.

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).