



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 100148

Date Received

26-JUL-2005

Repository

Reference No.  
10130047

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City ARLINGTON

State VA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to contact the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized representative, provide your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 7/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
134HS28Y1W [REDACTED]

Make DODGE

Model DURANGO

Model Year 1998

134HS28Y1WF [REDACTED]

Date Purchased  
01-SEP-98

Dealer's Name and Telephone Number  
Fitzgerald Dodge 306-881-4000  
11411 Rockville PK

Engine:  
No: Cylinders 8

Fuel Type:  
Gas

Original Owner

Dealer's City  
Rockville

State MD

Zip Code 20895

Transmission Type  
AUTOMATIC

Antilock Brakes  
 Cruise Control

Powertrain  
4 WHEEL DRIVE

Vehicle Component Code  
021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT - twice!!

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
22-FEB-2005  
11-21-2002

Failure Mileage  
43,908  
27,280

Failure Speed

Upper and lower Ball joints  
Lower Ball joints

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

N/A

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

N/A

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

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).

DT: CONTACT STATED BOTH LOWER BALL JOINTS WERE REPLACED TWICE ON VEHICLE. ALSO, BOTH FRONT TIRES HAD TO BE REPLACED TWICE. THE SERVICE DEALER STATED THE TIRES NEEDED REPLACEMENT DUE TO THE FAILURE OF THE BALL JOINTS. THE FIRST REPLACEMENT OCCURRED WHEN THE VEHICLE'S MILEAGE WAS AT 27,280. THE SECOND REPLACEMENT OCCURRED AT 43,908 MILES. CONSUMER STATED FRONT END WAS MAKING A SQUEAKING NOISE AND WAS DRIVING DIFFERENTLY. CONSUMER CONTACTED MANUFACTURER, AND WAS SENDING THE SERVICE RECEIPTS. THERE WAS A RECALL ON DIFFERENT MODEL YEAR FOR THIS SPECIFIC COMPONENT, BUT CONSUMER'S VEHICLE WAS NOT INCLUDED IN THE RECALL CAMPAIGN DUE TO VIN. CONSUMER DID NOT HAVE THE COMPLETE ADDRESS FOR THE DEALERSHIP WHERE THE VEHICLE WAS PURCHASED. \*AK I was told that the front-end would/could cause serious accidents if the repairs were not made. I sent a letter to your office with several attached receipts and my confirmation # 10130047 on July 26, 2005.

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.