



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

Repository ☐

30-JUL-2007

2007 SEP 10 PM 1:54

Reference No.

0197805

OWNER INFORMATION (Type or Print)

Name

Address

City

FRESNO

State CA

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 an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner [Signature] Date 8/26/07

VEHICLE INFORMATION

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

1B4HR28Y4YF

Make

DODGE

Model

DURANGO

Model Year

2000

Date Purchased
01-SEP-00

Dealer's Name and Telephone Number
FRESNO DODGE

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

FRESNO

State

CA

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

021520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT

Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
30-JUL-2006

Failure Mileage
75000

Failure Speed
0

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: 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:

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).

TL*THE CONTACT OWNS A 2000 DODGE DURANGO. THE CONTACT RECEIVED RECALL NOTICE NUMBER 04V596000 (SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT). HE TOOK THE VEHICLE TO A LOCAL MECHANIC AND THEY NOTIFIED FRESNO DODGE. THE DEALER REFUSED TO PERFORM THE RECALL REPAIR BECAUSE THE VEHICLE WAS NOT EXPERIENCING ANY FAILURES AT THE TIME. THE DEALER ALSO INFORMED THE CONTACT THAT EVEN THOUGH HE RECEIVED A RECALL NOTICE, HE WOULD STILL BE RESPONSIBLE FOR THE REPAIR COSTS. THERE HAVE BEEN NO FAILURES TO DATE. THE CURRENT MILEAGE WAS 113,000 AND FAILURE MILEAGE WAS 75,000.

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.

08/30/07

To whom it concern:

I believe I have taken the proper steps to notify the National Highway Traffic Safety Administration because I believe that the parts that I have had to purchase (\$642.29) and replace are defective and should have been replaced by the dealer/manufacturer.

Even though the manufacturer had extended the warranty to 10 years or 100,000 miles whatever came first leads me to believe that the manufacturer was aware that the upper ball joints were defective and were going to need replacement. Warranting a recall.

My understanding is that the national average that Americans drive is between 12,000 – 15,000 miles a year. The warranty only covers 100,000 miles which is under the national average. The least in a 10 year period that an American would drive would be 120,000 miles (10 yrs. x 12,000 = 120,000). My vehicle is 7 years old and has 113,000 miles.

When I took our vehicle to our mechanic (Tracy Hata) for an inspection after the dealer had said that they could not do anything to help. Tracy in speaking to the dealer could not understand why the dealer would not cover the cost of the repair due to the fact that the parts needing to be replaced fit exactly to the warranty recall letter that is attached. Please feel free to contact Tracy at the number at the top of his invoice to me.

I would like to thank you for taking the time to look into what I believe is a safety issue and could have been a serious accident to my family and myself.

In appreciation,

A solid black rectangular box used to redact the signature of the sender.

**SAFETY RECALL D47 - UPPER BALL JOINT JOINTS
2000 Dodge Durango**

San Joaquin Auto Care

SAFETY RECALL D47 - UPPER BALL JOINTS SERVICE CAMPAIGN BULLETIN
Fig. 4: Safety Recall - Upper Ball Joint Owner Letter
2000 Dodge Durango

Upper

7/30/07
Joe De Leon

DAIMLERCHRYSLER

* Recall letter from my mechanic.

Buckle up
for Safety!

SAFETY RECALL - UPPER BALL JOINTS

Dear: (Name)

This is to inform you of a safety issue concerning 2000 through early-2003 model year Dodge Durango 4x4 vehicles and Dodge Dakota 4x4 pick-up trucks. Excessive wear of the upper ball joint may cause the front wheel to separate from the vehicle and result in a loss of control.

The problem is... Water may enter into the front suspension upper ball joints on your vehicle (VIN: xxxxxxxxxxxxxxxxx) and cause corrosion and premature wear. A seriously worn ball joint may cause a "clunking" noise to develop in the front suspension. However, vehicle occupants may not always hear this "clunking" noise. Losing control of the vehicle could result in a crash.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both front suspension upper ball joints. The work will take about two hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (VVVVVVVV) and notification code D47 on the postcard.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this condition without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code D47

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

G03343513

San Joaquin Auto Care

Thursday, July 26, 2007 10:40AM
Thursday, July 26, 2007 10:39:56 AM

Page 1
Page 1

© 2005 Mitchell Repair Information Company, LLC.
© 2005 Mitchell Repair Information Company, LLC.

SUBJECT

Water may enter into the front suspension upper ball joints on about 600,000 of the above vehicles and cause corrosion and premature wear. Excessive wear of the upper ball joint may cause the front wheel to separate from the vehicle and result in a loss of control. A seriously worn ball joint may cause a "clunking" noise to develop in the front suspension. However, vehicle occupants may not always hear this "clunking" noise. Losing control of the vehicle could result in a crash.

2000 Dodge Durango

SAFETY RECALL D47 - UPPER BALL JOINTS SERVICE CAMPAIGN BULLETIN

COMPLETION REPORTING AND REIMBURSEMENT

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by DaimlerChrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

LABOR OPERATION NUMBERS AND TIME ALLOWANCES

	Labor Operation Number	Time Allowance
Replace right and left upper ball joints (includes toe adjustment)	02-D4-71-82	1.6 hours

Add the cost of the parts package if necessary plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section , for complete claim processing instructions.

2000 Dodge Durango

SAFETY RECALL D47 - UPPER BALL JOINTS SERVICE CAMPAIGN BULLETIN

OWNER NOTIFICATION AND SERVICE SCHEDULING

All involved vehicle owners known to DaimlerChrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

length of time of repair: 2 hrs.

DAIMLERCHRYSLER

FRESNO, CA

409035

Original time I spoke w/ Jake at Fresno Dodge when I first received letter.

spoke w/ Jake 11/02 diagnostic if not related to ball joint. n/c if related

UPPER BALL JOINT EXTENDED WARRANTY

Dear

This letter is to inform you that the warranty period on your vehicle's front suspension upper ball joints has been extended to 10 years or 100,000 miles, which ever comes first. This extended warranty coverage applies to all 2000 through early 2003 model year Dodge Durango 4x2 vehicles and Dodge Dakota 4x2 pick-up trucks built through December 31, 2002.

DaimlerChrysler is extending the warranty period of your vehicle (VIN: 1B4HR28Y4Y) because water may enter into the upper ball joints and cause corrosion. Over an extended period of time, your vehicle may develop a "clunking" noise in the front suspension due to progressive ball joint wear. **If your vehicle is not experiencing any "clunking" noise in the front suspension, no further action is required.** If your vehicle develops a "clunking" noise in the front suspension within the 10 year or 100,000 mile extended warranty period, simply contact your dealer. The upper ball joints will be inspected and replaced if necessary, free of charge (parts and labor).

NOTE: This extended upper ball joint warranty **does not** cover any other front suspension components.

If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-992-1997.

1-800-853-1403
If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Center, P.O. Box 21-8004, Auburn Hills, MI 48321-8004.

Please keep this letter with your vehicle's other warranty information for future reference if necessary.

attempt to speak to Customer Service to have vehicle repaired, was not able to get anywhere

DaimlerChrysler Corporation

Over

Lithia Dodge

July 30th 2007

Joe DeLeon ran a

• Internal report (VIP)
(~~couldn't~~ ~~couldn't~~ give me copy)
couldn't

• Lithia Dodge needs to
be authorized by
manufacturer

• report stated VIN# was
extended warranty but no
recall.

Joe DeLeon suggested that
I contacted (Customer Service)

Chrysler Customer Service
1-800-992-1997

7/30/07

[Joshua:]

- Documentation in system
- experience ball joint broken
- ref# [REDACTED]
- transferred to a senior agent.

[Beverly]

- No recall under VIN#
- asked to seek assistance in the repair.
- Couldn't recall due to no recall on VIN#.
- transfer assistance in repair

ref# [REDACTED]

[Ben]

- reviewed system put on hold to do additional research
- Ben contacting Lithia Dodge speaking with Tim.
- No ball joints on this vehicle
- Reason of no assistance is mileage over warranty.

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).