



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

01-JUL-2008

Repository ☐

Reference No.
10232904

OWNER INFORMATION (Type or Print)

Name

Address

City

WEST DEPTFORD

State

NJ

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, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 8/18/08

VEHICLE INFORMATION

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

1D7HG38X13

Make

DODGE

Model

DAKOTA

Model Year

2003

Date Purchased

11/18/03

Dealer's Name and Telephone Number

(301) 926-6100 (301) 948-6628

Engine:

No: Cylinders

6

Fuel Type:

UNLEADED
REG.

Original Owner

☒

Dealer's City

ROCKVILLE

State

MD

Zip Code

20855

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

3.9 V6

Vehicle Component Code

021520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
30-JUN-2008

Failure Mileage
104000

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: DOTM9ABC036)

☐ 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 2003 DODGE DAKOTA. WHILE ACCELERATING FROM A STOP LIGHT, THE FRONT PASSENGER SIDE UPPER BALL JOINT FAILED. THE FRONT TIRE BECAME DISCONNECTED AND DETACHED FROM THE VEHICLE. THE VEHICLE WAS TOWED TO A REPAIR SHOP AND THE CAUSE OF THE FAILURE WAS CONFIRMED. THE MANUFACTURER STATED THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 04V596000 (SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT). THE CURRENT AND FAILURE MILEAGES WERE 104,000.

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.

[REDACTED]
West Deptford, NJ [REDACTED]
[REDACTED]

Chrysler LLC
Recall Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007
July 31, 2008

Re: Front ball joint failure

To Recall/Warrant Administrator:

This letter is in reference to a failure of the upper ball joint on my 2003 Dodge Dakota Pickup truck 4x4 VIN # 1D7HG38X13[REDACTED]. This model vehicle was covered by Chrysler recall Campaign #04V596000 in December 2004. During that month I received a recall letter for my vehicle for the Windshield wiper/washer (Recall #04V216000) and also the front upper ball joint (Recall #04V596000). I took my vehicle to Performance Dodge located in Woodbury N.J. 08096 to have this warranty work performed on the 27th of that month. At that time the service department performed the warranty on the windshield wiper /washer and also informed me that the work pertaining to the upper ball joint was not needed due to the fact that the lot of my vehicle was not in need of this work to be performed. I do not know how this conclusion was reached by Chrysler and your quality personnel or what QAL sampling plan was used to determine what lot of vehicles was recalled and which ones were not, but obviously it was incorrect. The failure of my upper ball joint is exactly the same reason Chrysler recalled over 600,000 of the exact same year vehicle that mine is.

I have owned a Chrysler product for over 25 years and have done so due the reliability and performance of your product. Needless to say at the present time I am not very pleased with the performance of your product, but I am happy that this product failure happened at a time when I was not traveling at any rate of speed or their could have been disastrous results to myself or someone else. Due to the fact that this exact failure was the reason that Chrysler has recalled hundreds of thousands of the exact same vehicle as mine, I believe that all of the costs that I have incurred due to this product failure to repair my vehicle to be safely drivable, should be the responsibility of Chrysler. I have enclosed a copy of my repair bill and also pictures of the resulting damage that occurred when the upper ball joint failed on my vehicle. I have also retained all parts that were involved in and or damaged in this event of the upper ball joint failure, which can be inspected by a Chrysler tech to verify the information that I am giving you if necessary.

I appreciate your time in resolving this matter and will be waiting for a timely response to my request.

Sincerely,

[REDACTED]

MATERIALS USED				
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED				
QUAN.	PART NUMBER	DESCRIPTION	PRICE	EXTEND
1		RIGHT FRONT AXLE	159.00	
1		RIGHT SIDE UPPER BALL JOINT	118.35	
1		RIGHT SIDE LOWER BALL JOINT	125.72	
1		RIGHT FRONT BUSHES 1 DOZ	(14.00)	
1		RIGHT SIDE INNER TIE ROD END	90.27	
1		RIGHT SIDE OUTER TIE ROD END	88.40	
1		RIGHT FRONT CALIPER	136.00	
1		R/F BUSHES 1 DOZ	46.95	
1		"NEW" R/F WHEEL	45.00	
1		P265/70/16 RADIAL	89.50	
1		LEFT SIDE UPPER BALL JOINT	118.35	
1		RIGHT SIDE LOWER BALL JOINT	125.72	
TOTAL PARTS			1553.26	

FLANAGAN'S
AUTO & TRUCK SERVICE OF NJ
 9035 COLLINS AVE.
 PENNSAUKEN, NJ 08109
 856-486-0606

001239

NAME [REDACTED]		DATE	6/30/08
ADDRESS [REDACTED]		HOME PHONE	
CITY		BUSINESS PHONE	[REDACTED]
MAKE	MODEL	YEAR	LICENSE NO.
Dodge	Dakota	03	[REDACTED]
PO #	TRUCK #	SPEEDOMETER	104601
CELL #		[REDACTED]	

FRAMES TO SHOP 125.00
 COMPUTER FRONT END ALIGNMENT 110.00
 LABOR TO REMOVE AND RETURN 575.00
 AND LISTED CHARGES

Paid
CIC

I hereby authorize the above repair work to be done, along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage, sale, repair or while road testing.

I hereby authorize this repairing dealer to proceed with the above described repair(s) or nature of work and waive my right to receive a written estimate of the price to complete the required repair(s).

Signature X _____ DATE _____

ACKNOWLEDGEMENT

I understand my right to have inspection repairs and adjustments done elsewhere, and hereby choose to have such repairs performed at this facility

TAX	LABOR	685.00
TAX	PARTS	1553.26
N/TAX	TOWING	125.00
N/TAX	NJ STATE INSPECTION	
N/TAX	DIESEL INSPECTION	
TAX	OIL	
TAX	ATF	
TAX	TIRES & BATTERY	
TAX	NJ TIRE TAX	
TAX	TIRE DISPOSAL	
TAX	NJ SALES TAX	165.42
TOTAL AMOUNT		2528.68











