



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
FEB 28 2013
02-JAN-2013

Repository ☐

Reference No.
10490741

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **ROANOKE** State **VA** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number
Same

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1B3EJ56H6T [REDACTED]
Make **DODGE** Model **STRATUS** Model Year **1996**
Date Purchased **1** Dealer's Name and Telephone Number **540-563-9221** Engine: **6** Fuel Type: **Reg. unleaded**
Original Owner ☐ Dealer's City **Roanoke** State **Va.** Zip Code **2401**
Transmission Type **4 Speed Auto** ☒ Antilock Brakes Powertrain Multiple Failure: **Front lower ball joint + axle** Incident Date(s) **16-DEC-2012**
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION
Failure Mileage **116000** Failure Speed **10**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name:
Seat Type: [REDACTED] Installation System:
Child Seat Component Code: [REDACTED] 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 **Yes**

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 1996 DODGE STRATUS. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 10 MPH, THE FRONT DRIVERS SIDE TIRE SEPARATED FROM THE VEHICLE, STRUCK THE CURVE AND TRAVELED INTO TRAFFIC. THE POLICE WERE CONTACTED AND A REPORT WAS FILED. THE VEHICLE WAS LATER TOWED TO THE CONTACT'S RESIDENCE. AN INDEPENDENT MECHANIC INSPECTED THE VEHICLE AND ADVISED HER THAT THE LOWER BALL JOINTS SEPARATED FROM THE SOCKET. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND ADVISED HER THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 09E056000 (SUSPENSION: FRONT: CONTROL ARM: LOWER BALL JOINT). THE FAILURE AND CURRENT MILEAGES WERE APPROXIMATELY 116,000. THE VIN WAS UNAVAILABLE.

Police report not made out. Vehicle was repaired items replaced were lower ball joint, axle (front)

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)

Repair parts total \$182.76 receipts enclosed for same.
Mechanic fee \$100.00

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

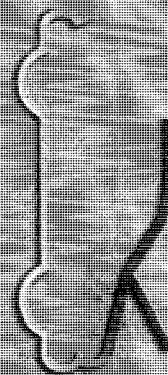
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



NHTSA Center for Consumer Operations (NCOO)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Service is our best part.

3653 Williamson Rd Roanoke, VA 24012 Phone: (540) 366-5642
or feedback? Contact the Commercial Customer Support Team
at 1-877-280-5965 or email us at service@advanceautoparts.com

Automotive

VA
13)
D:

P.O. #:
Date: 1/10/13
Register: 7
Store/Unit#:
Internet Order #:

Invoice/Trans: 8760301075173
Time: 10:20:01AM
Delivery: No
Salesperson: Scott

Line	Part #	Description	SKU	Warranty	Qty	List	Cost	Extended
		GE STRATUS, 2.4L 148 - L4 FI - X						
	520302	CTRL ARM W/BALL JNT 1 EA	15510337	LIMITED LIFETIME REPLACEMENT	1	168.93	100.81	100.81
		GE STRATUS ES, 2.5L 152 - V6 FI - H						
	NCV12525	CV AXLE ASSY 1 EA TOUGH	15870306	LIMITED LIFETIME REPLACEMENT	1	108.48	59.99	59.99
e		ATF +4.1 QT AAP	8150024	REPLACE OR REFUND AT MGR DISCRETION	4	10.48	5.49	21.96
Auto Parts	A104							
		Visa XXXXXXXXXX	53711B					-182.76



D2K4R1HHQZ1M661BNG

SUBTOTAL 182.76
TOTAL INVOICE 182.76
PAYMENT Visa
CHANGE 0.00

Signature below certifies that the tax free purchase items qualify for resale or other permitted tax or fee exemption. Customer will pay all taxes and government fees on taxable purchases, rest and penalties if applicable. All cores need to be in the original box and in rebuildable condition to receive full core credit. Invoice required as proof of purchase for all returns.

THANK YOU FOR YOUR BUSINESS!

1 of 1

Customer Copy