

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 06-JAN-2014		Repository ☐ Reference No. 10558610	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
PENSACOLA		FL					
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				Make		Model	
1B4HS28Y8W				DODGE		DURANGO	
Date Purchased		Dealer's Name and Telephone Number				Model Year	
						1998	
Original Owner		Dealer's City		State		Zip Code	
☐							
Transmission Type		☒ Antilock Brakes		Powertrain		Engine: 5.2L	
Auto		☒ Cruise Control				No: Cylinders 18	
Multiple Failure:				Incident Date(s)			
				06-JAN-2012			
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 020000 SUSPENSION						Failure Mileage	
						101000	
						68,000	
						Failure Speed	
						5	
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		Failure Location:			
		☐ Prior Repair					
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		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No		0		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 1998 DODGE DURANGO. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 5 MPH, HE NOTICED AN ABNORMAL NOISE FROM THE FRONT END. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR DIAGNOSIS, WHO STATED THAT THE FRONT UPPER BALL JOINTS WOULD NEED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 101,000.							
68,000 AND LOWER							
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 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)

UPPER & LOWER BALL JOINTS WERE SAID TO BE RECALLED BY AN AUTO MECHANIC. IT WAS POSSIBLE THAT THE DAKOTA WAS RECALLED AND INCLUDED DUE TO THE SAME PARTS BEING USED FOR BOTH MODEL VEHICLES. I HAVE BEEN TOLD THAT THERE IS AN EXTREMELY HIGH RISK OF PART FAILURE WHILE DRIVING AND COULD BE A FATAL ACCIDENT POSSIBLY. THIS VEHICLE IS A MAIN SOURCE OF TRANSPORTATION FOR MY WIFE, THREE CHILDREN AND MYSELF. I WOULD LIKE CHRYSLER/DODGE MANUFACTURER TO COVER PARTS & LABOR OF THIS REPAIR.

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



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IN THE
UNITED STATES

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FIRST-CLASS MAIL

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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**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

