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December 29, 2004

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street, SW
Washington, D.C. 20590

Add to
10071559

Dear Mr. Jimenez,

I am writing to you regarding the recent recall concerning the Dodge Durango. As busy as you are there I doubt if you remember that I wrote to you back on April 5, 2004. You responded back to me with a Reference # 10071559, NVS-216 mjj. I thank you for your response.

Well, now, there is finally a recall for the very problem that I had back then. I have written back to Daimler Chrysler and requested to be reimbursed for the repairs that I had done back on April 12, 2002. I have enclosed a copy of that letter to be added to my file. I am hoping for a positive response from Daimler Chrysler this time.

I would like you to know that I appreciate the hard work that your department does filing through the hundreds of complaints that get filed every year, investigate them, and determine how better to keep us safe. You took the time to read my complaint and respond back to me. Thank you for reading my letter and I will be sure to let you know what response I receive from Daimler Chrysler. I hope you have a healthy, safe, and happy new year.

Bethlehem, Pa.

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1/13/05

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street, SW
Washington, D.C. 20590

To Whom It May Concern:

I am writing in response to the articles that I have been reading, concerning the defective parts found on many 1998 to 2003 Dodge Durango. I own a 1998 Dodge Durango and in July of 2002 I had to have both the left and right ball joints and tie rods replaced due to premature wear. I also had a very bad oil leak, which was found to be bad intake gaskets. These as well had to be replaced. I only had 35,165 miles on the Durango at the time. The total amount for the parts and repairs came to \$1556.00. Needless to say I was very upset and notified Daimler/Chrysler about the problem. The first letter got no response at all, so I sent another. This letter too was ignored by Daimler/Chrysler. This just made me more determined, so I sent another letter. I finally received a reply stating that my concerns were appreciated and that they reviewed my request for reimbursement, but they could not reimburse my cost for the repairs. Though, they did appreciate me taking the time to write to them. They even gave me a Reference # 11774705. I guess, just in case a few hundred more complaints came in, they'll be able to find me.

I am inclosing copies of the letters that I sent, my bill, and their response as well. I realize that you may not be able to make them reimburse the costs, but I would like to add my complaint to the list. Just maybe, if there are enough complaints, they will have a recall on these defective parts. I've read that Daimler/Chrysler has been aware of these defective parts for some time and that they even changed their supplier of these parts. I understand that there have been some serious accidents due to these defective parts as well. What does it take for them to have a recall? Someone getting killed? As I told them in my last letter, I will think twice about purchasing another Dodge Daimler/Chrysler product.

Thank you for taking the time to read my complaint and if you have any questions or comments feel free to contact me by, mail, phone or e-mail. Thanks again.

Bethlehem, Pa.

December 29, 2004

DaimlerChrysler
P.O. Box 610207
Port Huron, MI. 48061-0207

To Whom It May Concern:

I am writing to respond to the latest recall concerning the Dodge Durango. This safety recall issue regarding the use of faulty ball joints is the same safety issue that I wrote to you back on Sept. 6, 2003, Oct. 3, 2003 and again on Oct. 25, 2003. I finally did get a response from you regarding my letters on Oct. 31, 2003, Reference # 11774705. You informed me at that time that you "fully appreciated my concerns", but denied my request to be reimbursed for the repairs that I had done. Well, now that there is a nation wide recall on Dodge Durango's for this very problem, I feel that I am now entitled to be reimbursed for the cost of my repairs. I am inclosing copies of my earlier letters to you and a copy of my repair bill. In all fairness and "Customer Service", I would appreciate a positive response from Daimler-Chrysler this time and be reimbursed for my cost of the repairs.

I will be looking forward to hearing from you regarding this matter. Thank you for taking the time to read my letter.

A copy of this letter will be sent to the National Highway Traffic Administration to be added to my file with them.

Sincerely, —

Bethlehem, Pa.